SaMSon™

Security Monitoring Software

User Manual

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KP ELECTRONIC SYSTEM LTD PRODUCTS IN THIS MANUAL

SaMSon Security Monitoring Software™

SaMSon Central Module™

SaMSon Monitor Module™

RCI3300™, Radio Communication Interface (refer to RCI3300 User Manual)

RCI4000™, Radio Communication Interface (refer to RCI4000 User Manual)

DTRCI4000™ Desk Top RCI (refer to DTRCI4000 User Manual)

RCI5000™ Radio Communication Interface (refer to RCI5000 User Manual)

DTRCI5000™ Desk Top RCI (refer to DTRCI5000 User Manual)

*Other names and brands may be claimed as property of others.

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1 About SaMSon

SaMSon Security Monitoring Software is an innovative application for security alarm monitoring and central station management.

Figure 1-1: SaMSon Logo

Crucial security and system information is received in real-time and immediately displayed for rapid alarm processing and service maintenance.

SaMSon makes alarm monitoring easier, faster and more precise.

The SaMSon application is divided into three modules: SaMSon Central and SaMSon Monitor and SaMSon Reports.

1.1 SaMSon Central

SaMSon Central is used by central station administrators for reading real-time data messages from receiver hardware. These messages are then transferred to SaMSon Monitor software for operator response. SaMSon Central also displays hardware and system faults, and messaging difficulties.

1.2 SaMSon Monitor

SaMSon Monitor is used by central station operators to view and respond to emergency and system events. SaMSon Monitor is a real-time translation of incoming data messages from SaMSon Central. The messages indicate events occurring in the field.

Using an easy Windows® interface, operators can react quickly and accurately to emergencies.

1.3 SaMSon Features

SaMSon Security Monitoring Software offers central station managers and operators a number of features for efficiently responding to events and managing data.

1.3.1 SaMSon Central

Secured Access - SaMSon Central requires a User Name and Password in order to access authorized internal system settings. Security is partitioned according to user level and user clasification (*refer to Section 3.2.3 Operator Permission*).

Event Codes – Event codes are a three letter mnemonic shortcut describing the actual events sent by the end units. This event code finds a meaningful interpretation to the numerical or alphanumerical event received from the end unit. Pre-set event codes are installed within the software. These codes are viewed or partially changed, or new codes added and changed, depending on central station requirements (refer to *Section 3.1.3 Adding and Editing Event Codes*).

Protocol Properties - SaMSon Central has a number of protocols to choose from depending on the receiver hardware in use. The correct protocol must be defined within SaMSon Central in order for it to receive events. These protocols are selected, viewed or partially changed, or new protocols added and changed, depending on central station requirements (refer to *Section 3.1.4 Defining and Editing Protocol Properties and Received Codes*).

Main – The main protocols list through which messages are received from end units in the field . This protocols list include also Internal Protocols (genrated automatically by receiver, to report receiver's status and/or faults) if existent.

Heartbeat – A unique protocol through which the receiver sends verification messages in a pre-set period in order to maintain communications and indicate that hardware is functional.

Received Codes - Received Codes are the actual events received from the end units and sent to SaMSon Central by the receiver using one of the defined protocols. A table of standard pre-set codes is available. Received Codes are customizable depending on central station requirements (refer to *Section 3.1.4 Defining and Editing Protocol Properties and Received Codes*).

Receiver Settings - SaMSon Central supports various hardware receivers. The hardware in use must be selected within SaMSon Central in order for the software to receive events. Receiver details can be viewed and changed, or a new receiver added depending on central station requirements (refer to *Section 3.1.5 Defining and Editing Receiver Settings*).

System Maintenance - Communication, system and set-up errors are detected. Documentation can be forwarded to KP ELECTRONIC SYSTEMS LTD for service records and follow-up (refer to *Section 7.1 Error Messages*).

Log Files - SaMSon Central provides users with a log of daily activities for record keeping or system administration purposes (refer to *Section 5.1.2 Daily Log File*).

Follow Up - All changes that were made in the software, are saved in a database. All changes can be seen in the Modification Follow-Up Report .

Syncronization - In the system there is a sycronization feature that prevents modifying /adding data on the same object simultaneously

Help Menu - An easy-to-follow Help Menu enables easy access to information and set-up details (refer to *Section 5.1.3 Help*).

1.3.2 SaMSon Monitor

Secured Access - SaMSon Monitor requires a User Name and Password from all operators before access to the software is allowed. Access is partitioned and customizable according to level of responsibility and is changed according to central station requirements (refer to *Section 3.2.3 Operator Permission*).

General Definitions - SaMSon Monitor is equipped with a number of global definitions that allow the user to customize features according to central station requirements. Once set, definitions appear within customers' individual account cards and also within internal system operations (refer to *Section 3.2.4 General Definitions*).

Event Monitoring - The main window in SaMSon Monitor, the Event Monitoring Window, displays all incoming events and related information about the event. The Event Monitoring Window is separated into several easy-view displays. The upper section shows Customer Account Details, the middle section displays Incoming Events and a lower section is used for Events on Hold for Operator (refer to *Section 3.2.2 Event Monitoring Window*).

Customer Account Details Section - Main customer account details are viewed on the top level of the Event Monitoring Window. It provides the operator with a quick view of customer information according to the event selected. This section is designed to allow rapid operator access and shorter response time.

Incoming Events Section - The Incoming Events Section of the Event Monitoring Window is designed to give operators an overall view of all events last received. Each event is displayed and color-coded by priority. It is a quick view of event and account information. By opening the unprocessed event, the operator can access full customer account details.

Events on Hold for Operator Section - The Events on Hold for Operator Section of the Event Monitoring Window displays all active events that are selected by the operator logged in at that time. It also displays any other events linked to the same account card. If SaMSon is working on a network, each workstation displays the events processed by the operator logged in at that station. When processing the event, the operator can access full customer information on the Customer Account Card.

Account Administration - SaMSon Monitor provides easy customer account administration. Major customer details are viewed on the Customer Account Card with minor details available via a number of quick view tabs located on the Customer Account Window. New accounts are created and existing accounts are opened, changed and saved as required (refer to *Section 4.3 Samson Monitor Account Management*).

Disabling Accounts - If an account is no longer required, it can be disabled. The account number is then released and ready to be used again for a new account. The disabled account is not deleted from the system but is stored and can be accessed later for reporting.

Freezing Accounts - Existing accounts can be temporarily disabled if the account must remain in the system but not currently active.

Test Mode - Technicians are able to check system functionality without activating actual event code priority. All events will appear in auto-log priority.

Scheduling - SaMSon Monitor displays a schedule in each Customer Account. The schedule is defined according to the customers' daily activities. The schedule also includes special schedules according to customers' irregular activities and any global activities such as holidays.

Change Status - The operator can manually change the open/close status of accounts (refer to *Section 4.3.2 Changing Account Status)*.

Un-restored Events (Manual Restore) - The operator can manually restore any events that have not received an automatic restore of a corresponding alarm event (refer to *Section 4.3.3 Un-Restored Events (Manual Restore)*

Manual Event - All events can be manually generated for system checking and simulation (refer to *Section 5.2.3 Manual Event*).

Reporting - SaMSon Monitor is equipped with a full range of account, equipment and event reports (refer to *Section 5.2.5 Reporting*).

Data Management - All software data can be saved and stored for emergency backup should a situation occur where the system fails or data is lost (refer to *Section5.2.6 Data Management*).

Offline - SaMSon allows the user to work offline for a maximum period of 30 seconds whereby events are received but not immediately displayed (refer to *Section 3.2.2 Event Monitoring Window*).

Dialing and Sending SMS - The software is equipped with automatic dialing and with short text messeging Once an event appears, an SMS is automaticlly sent to the customer, also the user can immediately call the customer without entering account details or opening the event, ensuring rapid response (refer to *Section 3.2.2 Event Monitoring Window*).

Periodic Test - SaMSon software will alert operators if alarm units have not sent a signal in a given time (refer to *Section 3.2.7 Completing a New Account Card*).

False Alarm Follow-up - SaMSon software contains automatic follow-up of false alarms that are logged by the operator in an account over a required period of time (refer to *Section Section 3.2.7 Completing a New Account Card*).

System Maintenance - SaMSon Monitor receives system errors from SaMSon Central and displays them on the Event Monitoring Window, notifying the operator that an action is required (refer to *Section 3.2.2 Event Monitoring Window*).

Help Menu - An easy-to-follow Help Menu enables easy access to information and set-up details (refer to *Section 5.2.7 Help*).

Follow Up - All changes that were realized in the software, are saved into the database. All changes can be seen in the Modification Follow-Up Report .

Syncronization - In the system there is a sycronization feature that prevents adding /changing data on the same object simultaneously

Classification – Each operator is classified by an area. The operator will only get events from the area to which he was classified to, and he is the only one that can see these events. If the operator wasn't classified by an area, he will see all the incoming events.

Report Viewer – The report Viewr is the tool enabling the user to see saved reports.

1.4 The SaMSon User Manual

This manual discusses the installation, set-up, daily operations and maintenance of both SaMSon Central and SaMSon Monitor Modules.

2 Getting Started

SaMSon Security Monitoring Software is designed to accommodate the needs of various sized central monitoring stations. Compatible with a number of industry-standard receiving units and Windows® operating systems, the software can be installed as a stand-alone application for smaller, private, security offices or can be networked for larger central monitoring stations requiring multiple operators.

Figure 2-1: SaMSon Configuration for Stand Alone

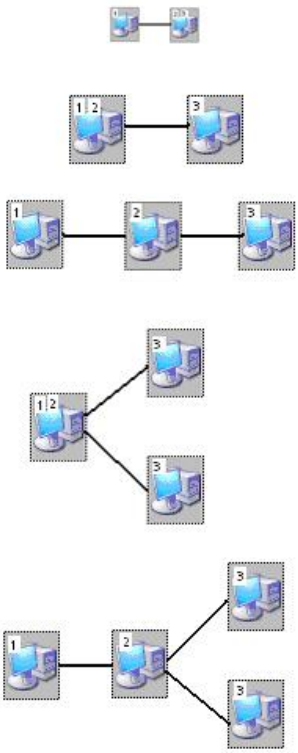


Figure 2-2: SaMSon Configuration for Network

(1- SQL Server

(2- Samson Central

(3- **Samson Monitor**

2.1 System Requirements

2.1.1 Receiver

A central station receiver receives messages from End units and relays them to the to SaMSon Software. Recommended equipment includes KP ELECTRONIC SYSTEMS LTD's RCI4000™, DTRCI4000™, RCI5000™, or DTRCI5000™ Receiver Communication Interface units. The SaMSon application is also compatible with a wide variety of industry-standard radio, line or cellular receivers.

2.1.2 Minimum Computer Hardware Requirements

SaMSon runs on Microsoft Windows® operating systems. To install SaMSon and begin using the application, you will need the following computer hardware:

- An Intel Pentium III® processor or equivalent
- RAM sufficient to meet your operating system's requirements plus 256 MB application memory
- 10 GB available hard disk space for server, 50MB for workstation
- A CD-ROM drive
- Floppy disk drive
- Serial Port RS232 for each receiver connected to the server
- Parallel port or USB port for Hardware Key and printer
- A 17" color monitor capable of 1024-by-768 pixel resolution and 16 Bit-color display
- Modem with microphone (optional)

Important

It is recommended that you use a dedicated computer in order to avoid any software conflict that may affect SaMSon operations.

2.1.3 Minimum Software Requirements

SaMSon requires the following software for successful operations:

- Microsoft Windows 2000, Window 2000 Server, Windows XP, Windows XP Server, or Windows NT4
- Microsoft SQL Server 2000 Desktop Engine (MSDE2000®) for less than 500 accounts (supplied with SaMSon installation CD)

or

- Microsoft SQL Server 2000® for more than 500 accounts or network configuration

Important:

If SQL Server 2000 is already installed, MSDE2000 is not required.

2.2 Installing the Hardware

2.2.1 KP Hardware

If using KP ELECTRONIC SYSTEMS LTD's RCI3300 or RCI4000/DTRCI4000 or RCI5000/DTRCI5000 Radio Communication Interface units, refer to the User Manuals supplied with each unit.

2.2.2 Alternative Receivers

For alternative receiving equipment, refer to respective user manuals for installation instructions.

2.3 Installing SaMSon Security Monitoring Software

The SaMSon Security Monitoring Software CD contains four applications. They are as follows:

- Microsoft SQL Server 2000 Desktop Engine Setup (MSDE2000)
- Configure Setup
- Backup/Restore Utility
- SaMSon Central
- SaMSon Monitor
- SaMSon Report Viewer

To begin using SaMSon, you must install the correct applications and configure the software to the specific requirements of your system.

Installation will depend on whether you are using SaMSon for a stand alone system or for a network. Use *Table 2-1: System Installation* as an installation guide.

Table 2-1: System Installation

SOFTWARE	STAND ALONE SYSTEM *(refer to Figure 2-1: SaMSon Configuration for Stand Alone)*	NETWORK *(Refer to Figure 2-2: SaMSon Configuration for Network)*
Microsoft SQL Server 2000 Desktop Engine Setup (MSDE2000)	• Server connected to receiver hardware	• Not required
Configure Setup	• Server connected to receiver hardware	• Server connected to receiver hardware
Backup/Restore Utility	• Server connected to receiver hardware	• Server connected to receiver hardware
SaMSon Central	• Server connected to receiver hardware	• Server connected to receiver hardware
SaMSon Monitor	• Server connected to receiver hardware	• Operator workstations

Important:

Check with your system administrator to ensure that MSDE2000 or SQL Server 2000 are NOT already installed on your server before commencing installation procedures.

Please don't insert Hardware Key before installation of SaMSon Central is finished ,or before you are asked to do that during installation procedure.

2.3.1 Navigating the Installation CD

Insert the CD marked SaMSon Security Monitoring Software in the server directly connected to the receiver hardware.

Once inserted, the disk will automatically commence set-up procedures.

The following SaMSon Setup Window will open on your screen.

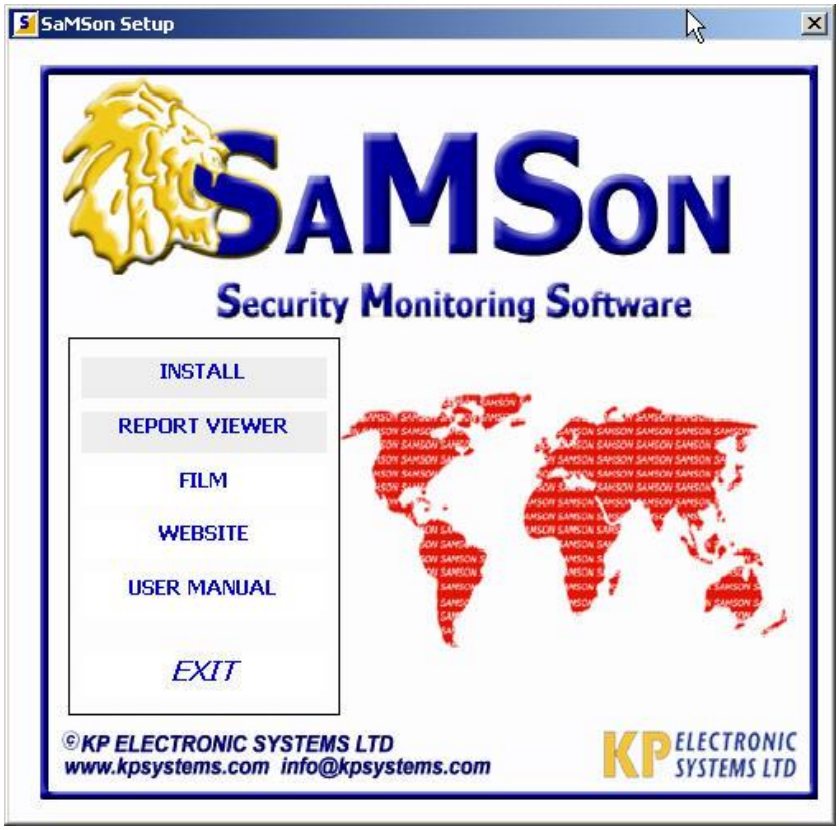


Figure 2-3: SaMSon Setup Window

If setup does not automatically begin after two minutes, run the setup manually using the following instructions:

1. Choose **Start ► Run** on the Windows Task Bar
2. Browse to find the SaMSon CD.

3. Click to open files
4. Choose the Autorun.exe file to begin installation

The SaMSon Setup Window offers several activities:

Table 2-2: SaMSon Setup Window Navigation

BUTTON	DESCRIPTION
Install	Commences the setup procedures for installing software
Report Viewer	Installation of Report Viewer
Film	A short film about KP ELECTRONIC SYSTEMS LTD
Website	Directs you to KP ELECTRONIC SYSTEMS LTD'S website
User Manual	A copy of the SaMSon User Manual
Exit	Exit from the Installation CD

Choose the **Install** button to commence installation procedures, or choose the **Exit** button to close the Setup Window.

By choosing the **Install** button, the following Systematic Setup Window will open on your screen.

Figure 2-4: SaMSon Systematic Setup Window

2.3.2 Installing the Applications

> **Important**:
> If your server has MSDE2000 or SQL Server 2000 already installed, please move directly to *Step Two: Configure Setup.*
>
> If prompted, Restore is obligatory.

Follow the installation instructions below:

1. Choose **Step One ► MSDE2000** to commence MSDE2000 installation
2. Choose the **Next** button at each screen
3. When returned to the SaMSon Systematic Setup Window, choose **Step Two ► Configure Setup** to commence configuration and setup of parameters required by server database
4. Select the *Installation Interface* language and choose the **OK** button
5. During the setup, choose the **Next** button at each screen
6. Choose **Step Two ► Backup/Restore Utility** to commence setup of the parameters required by the database administration and maintenance activities
7. Select the *Installation and User Interface* language and choose the **OK** button
8. During the setup, choose the **Next** button at each screen
9. Check that the SaMSon Backup & Restore icon appears on the Desktop. Also check that a new **KP ELECTRONIC SYSTEMS LTD ►SaMSon Utility (**which divides to **►Backup & Restore** appears in the **Start ► Programs** menu (refer to *Figure 2-5: SaMSon Backup & Restore Shortcuts*).

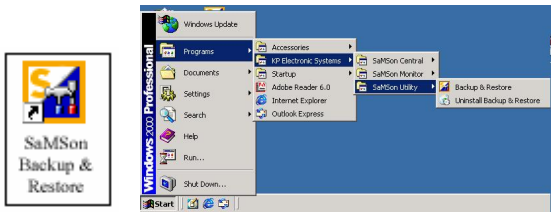


Figure 2-5: SaMSon Backup & Restore Shortcuts

10. When returned to the SaMSon Systematic Setup Window, choose the **Step Three** button to commence SaMSon Central and SaMSon Monitor installation
11. Choose the **SaMSon Central** button to commence installation of the SaMSon Central Module
12. Select the *Installation and User Interface* language and choose the **OK** button

13. During the setup, choose the **Next** button at each screen
14. After Setup is complete, check that the SaMSon Central icon appears on the Desktop. Also check that a new **KP ELECTRONIC SYSTEMS LTD ►SaMSon Central** (which divides to **►SaMSon Central** appears in the **Start ► Programs** menu (refer to *Figure 2-6: SaMSon Central Desktop Shortcuts*).

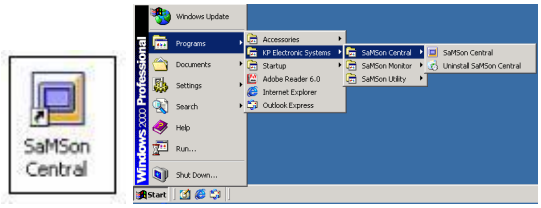


Figure 2-6: SaMSon Central Desktop Shortcuts

15. Refer to the following *Section 2.3.2.1 Installation for a Stand Alone System* to continue instructions for stand alone system installation or refer to *Section 2.3.2.2 Installation for a Network* to continue network installation instructions

2.3.2.1 Installation for a Stand Alone System

If SaMSon is operating on only one computer, please continue to follow the installation instructions below:

1. When returned to the SaMSon Systematic Setup Window, choose the **SaMSon Monitor** button to commence installation of the SaMSon Monitor Module
2. Select the *Installation and User Interface* language and choose the **OK** button
3. During the setup, choose the **Next** button at each screen
4. Once installation is complete, choose the **Back** button to return to the Setup Window and choose the **Exit** button to close the Setup function
5. Check that the SaMSon Monitor icon appears on the Desktop. Also check that a new **KP ELECTRONIC SYSTEMS LTD ►SaMSon Monitor** (which divides to **►SaMSon Monitor** and **► SaMSon Reports** directories) appears in the **Start ► Programs menu** (refer to Figure 2-7: SaMSon Monitor Desktop Shortcuts).

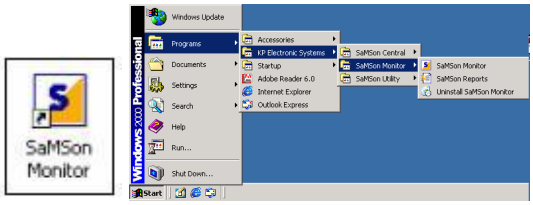


Figure 2-7: SaMSon Monitor Desktop Shortcuts

6. Refer to *Section 2.4 First Time Setup* to commence setup and operations of software.

2.3.2.2 Installation for a Network

For multiple workstations, the SaMSon Monitor Module is installed on each workstation designated for central station operations (refer to *Figure 2-2: SaMSon Configuration for Network*).

Continue to follow the installation instructions:

1. Once SaMSon Central is installed on the server, choose the **Back** button to return to the Setup Window and choose the **Exit** button to close the SaMSon Setup Window
2. Remove the CD and insert it in the operator workstation and choose the **Install** button
3. Choose the **SaMSon Monitor** button to commence installation of the SaMSon Monitor Module
4. Select the *Installation and User Interface* language and choose the **OK** button
5. During the setup, choose the **Next** button at each screen
6. Once installation is complete, choose the **Back** button to return to the Setup Window and choose the **Exit** button to close the SaMSon Setup Window
7. Check that the SaMSon Monitor icon appears on the Desktop. Also check that a new **KP ELECTRONIC SYSTEMS LTD ►SaMSon Monitor** (which divides to **►SaMSon Monitor** and **► SaMSon Reports** directories) appears in the **Start ► Programs** menu (refer to *Figure 2-7: SaMSon Monitor Desktop Shortcuts*).
8. Refer to *Section 2.4 First Time Setup* to commence setup and operations of software

2.4 First Time Setup

A Hardware Key is required on the Server which contains the installation of SaMSon Central. In addition, the allocation of a Server Name is also required in order to commence operations of SaMSon.

2.4.1 Hardware Key

The Hardware Key is provided with your purchase of SaMSon Security Monitoring Software. The Key is supplied according to the number of accounts purchased.

> **Warning**:
> Once SaMSon Central is installed, any attempt to open the software without a Hardware Key will initiate an error message.

Plug the Hardware Key into either the USB Connector or the Parallel Port of the server.

2.4.2 Server Name

For first time startup, the user is asked for a Server Name to be defined within the system (refer to *Figure 2-8: Server Name Window*).

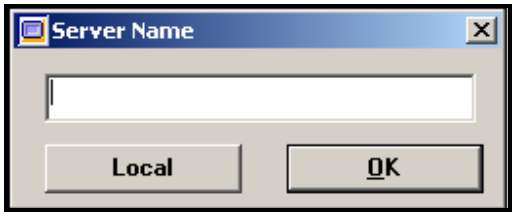


Figure 2-8: Server Name Window

Type the correct Server Name in the blank text box or choose the **Local** button and the Server Name is automatically retrieved from the computer.

Choose the **OK** button.

SaMSon Central is now ready for setup and operations (refer to *Section 3 Setup Procedures* for SaMSon Central setup procedures).

***For Network*:** Server Name must also be defined once on each workstation that contains a copy of SaMSon Monitor.

Type the Server Name as it appears on the server which contains an installation of SaMSon Central.

Choose the **OK** button.

SaMSon Monitor is also now ready for setup and operations (refer to *Section 3 Setup Procedures* for instructions on SaMSon Monitor setup procedures).

3 Setup Procedures

SaMSon Security Monitoring Software is equipped with easy setup procedures in order to organize the software according to individual central station requirements.

It is recommended that you read the instructions carefully in order to avoid any errors once SaMSon Central and SaMSon Monitor commence operations.

3.1 SaMSon Central

Once SaMSon Central is installed on the server, event codes, and protocol and receiver hardware parameters are defined within SaMSon Central and a basic system configuration is created. Some of the parameters may require changes or additions according to individual central station requirements.

To enter SaMSon Central, choose **Start ► Programs ► KP Electronic Systems ► SaMSon Central ► SaMSon Central** or, go to the Desktop and choose the SaMSon Central Shortcut Icon.

The Message Window will appear on the screen (system or event messages will begin to appear within the Message Window).

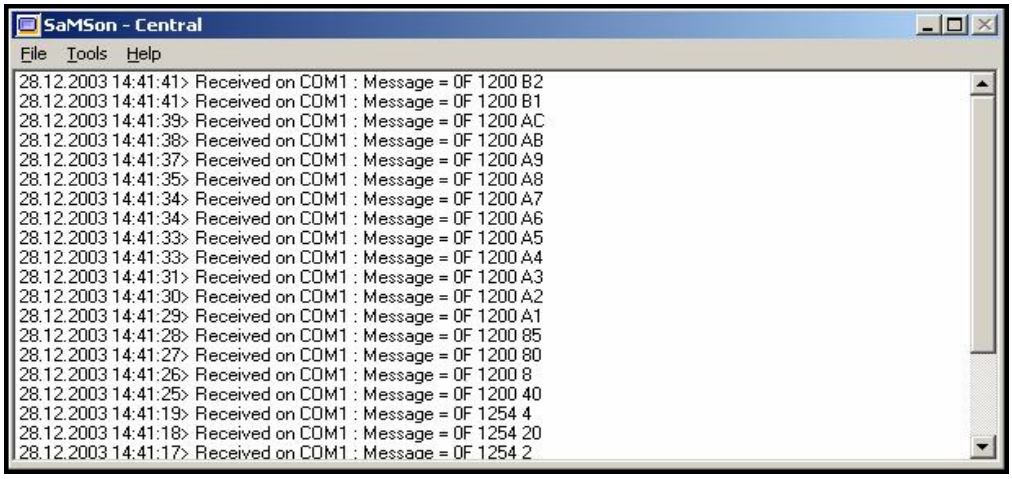

SaMSon - Central
File Tools Help
28.12.2003 14:41:41> Received on COM1 : Message = 0F 1200 B2
28.12.2003 14:41:41> Received on COM1 : Message = 0F 1200 B1
28.12.2003 14:41:39> Received on COM1 : Message = 0F 1200 AC
28.12.2003 14:41:38> Received on COM1 : Message = 0F 1200 AB
28.12.2003 14:41:37> Received on COM1 : Message = 0F 1200 A9
28.12.2003 14:41:35> Received on COM1 : Message = 0F 1200 A8
28.12.2003 14:41:34> Received on COM1 : Message = 0F 1200 A7
28.12.2003 14:41:34> Received on COM1 : Message = 0F 1200 A6
28.12.2003 14:41:33> Received on COM1 : Message = 0F 1200 A5
28.12.2003 14:41:33> Received on COM1 : Message = 0F 1200 A4
28.12.2003 14:41:31> Received on COM1 : Message = 0F 1200 A3
28.12.2003 14:41:30> Received on COM1 : Message = 0F 1200 A2
28.12.2003 14:41:29> Received on COM1 : Message = 0F 1200 A1
28.12.2003 14:41:28> Received on COM1 : Message = 0F 1200 85
28.12.2003 14:41:27> Received on COM1 : Message = 0F 1200 80
28.12.2003 14:41:26> Received on COM1 : Message = 0F 1200 8
28.12.2003 14:41:25> Received on COM1 : Message = 0F 1200 40
28.12.2003 14:41:19> Received on COM1 : Message = 0F 1254 4
28.12.2003 14:41:18> Received on COM1 : Message = 0F 1254 20
28.12.2003 14:41:17> Received on COM1 : Message = 0F 1254 2

Figure 3-1: Message Window

Messages from end units will appear with a) date and time b) COM on which message is received, and c) a numerical message string consisting of receiver number, line, account number, partition (if applicable), received code and zone/user number (if applicable).

Help:

If a Hardware Key Error Message appears on the screen, refer to *Section 2.4 First Time Setup* for instructions on activating the Hardware Key.

Following is a brief description of the Menu Bar options within the Message Window.

Table 3-1: Menu Bar Options

OPTION	DESCRIPTION
File	Access and exit from the software
Tools	Define and maintain event codes, protocols and receiver hardware configuration, and view log files
Help	Provides information about SaMSon Central and software assistance

As required, the Message Window can be minimized and then accessed by choosing the SaMSon Central Icon in the Task Bar. The Message Window can be closed by exiting SaMSon Central (refer to *Section 5.1.4 Exiting Samson Central*).

> **Warning**:
> SaMSon Central must remain operating at all times to maintain ongoing communications between the receiver hardware and SaMSon Monitor. If SaMSon Central is closed, new events will not be received by SaMSon Monitor.

3.1.1 Log in

Authorized users can define or change event codes, protocol descriptions and receiver hardware parameters within SaMSon Central according to individual hardware and central station requirements. To do so, you must log in to the software.

To Log in to SaMSon Central, choose **File ► Log in (Ctrl+L).**

The following Log in Window will appear requiring User Name and Password.

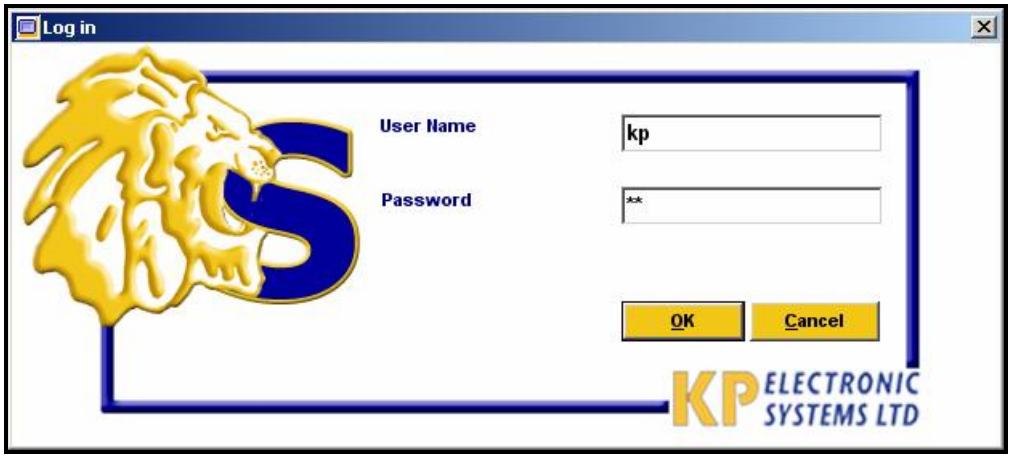


Figure 3-2: Login Window

> **Important**:
> SaMSon Central and SaMSon Monitor installations are both supplied with a pre-set User Name (**kp**) and Password (**kp**) as displayed in *Figure 3-2: Login Window.*
>
> Login is case sensitive.
>
> The pre-set Username and Password allows access to all software options.
>
> To ensure that options within the software are accessible by authorized users only, it is recommended that partitioned security passwords be configured within SaMSon Monitor (refer to *Section 3.2.3 Operator Permission*).

Enter the User Name and Password that has been assigned to you within SaMSon Monitor by the central station administrator, or enter the pre-set User Name and Password.

Choose the **OK** button to return to the Message Window, or choose **CANCEL** to return to the Message Window without user access.

Help:
The system will alert you if an incorrect User Name or Password has been typed.

Once you have logged in, options according to the user level assigned to you are now highlighted in black and accessible within the Menu Bar. Options that appear in gray are not accessible according to your user level.

3.1.2 Defining Software and Hardware Parameters

A set of pre-set event codes, protocol descriptions and receiver settings are defined within SaMSon Central.

To review software and hardware parameters, choose **Tools** on the Menu Bar.

A pull down menu of options appears (refer to *Figure 3-3: Tools Pull Down Menu*).

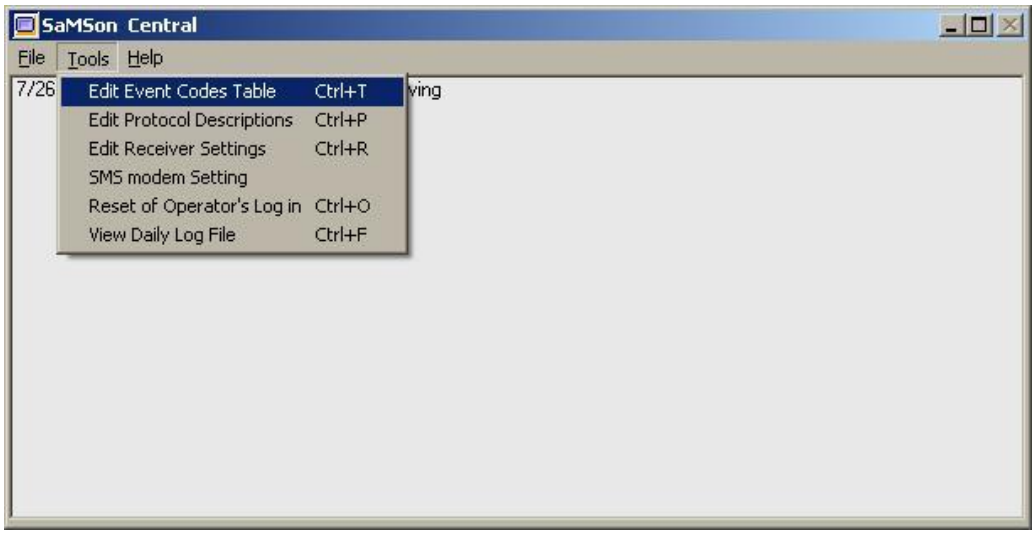


Figure 3-3: Tools Pull Down Menu

The options that you have access to according to your user level are highlighted in black. To change access, refer to *Section 3.2.3 Operator Permission*.

3.1.3 Adding and Editing Event Codes

When SaMSon Central is installed, a set of pre-set event codes are automatically installed within the software and recognized by SaMSon Monitor. Event codes are a three letter mnemonic shortcut describing the actual events sent by the end units. This event code finds a meaningful interpretation to the numerical or alphanumerical event received from the end unit.

Pre-set codes can be viewed or modified by the user as required. New codes can also be added. Any changes or additions are global and affect all customer accounts.

To view, add, edit or delete event codes, choose **Edit Event Codes Table (Ctrl+T).**

An Event Codes Table appears listing the pre-set codes within the system (refer to *Figure 3-4: Event Codes Table*).

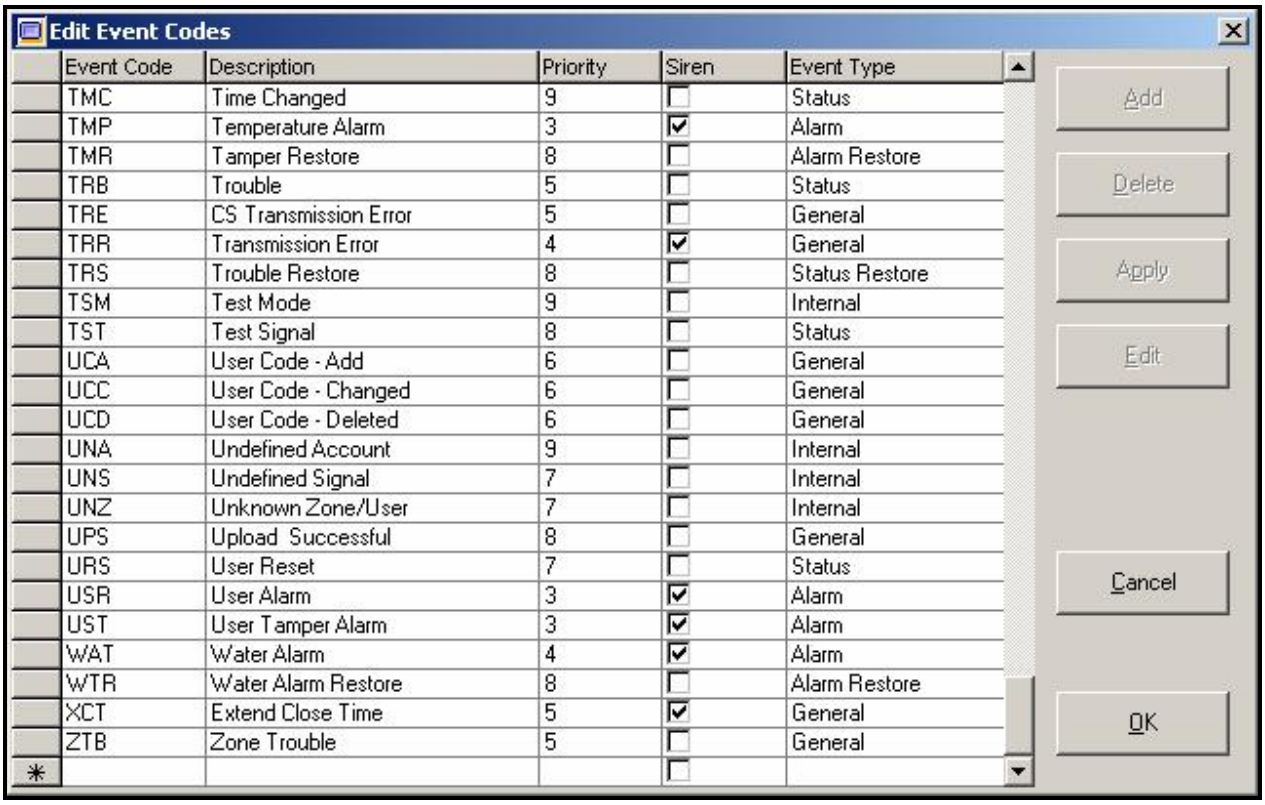

Edit Event Codes
Event Code
Description
Priority
Siren
Event Type
TMC Time Changed 9 Status
TMP Temperature Alarm 3 Alarm
TMR Tamper Restore 8 Alarm Restore
TRB Trouble 5 Status
TRE CS Transmission Error 5 General
TRR Transmission Error 4 General
TRS Trouble Restore 8 Status Restore
TSM Test Mode 9 Internal
TST Test Signal 8 Status
UCA User Code - Add 6 General
UCC User Code - Changed 6 General
UCD User Code - Deleted 6 General
UNA Undefined Account 9 Internal
UNS Undefined Signal 7 Internal
UNZ Unknown Zone/User 7 Internal
UPS Upload Successful 8 General
URS User Reset 7 Status
USR User Alarm 3 Alarm
UST User Tamper Alarm 3 Alarm
WAT Water Alarm 4 Alarm
WTR Water Alarm Restore 8 Alarm Restore
XCT Extend Close Time 5 General
ZTB Zone Trouble 5 General
Add
Delete
Apply
Edit
Cancel
OK

Figure 3-4: Event Codes Table

> **Help:**
>
> Each column within the Edit Event Codes Table can be sorted by choosing the top row containing the column subject. Column width can change by dragging the border between the column subjects.

For a full list and description of SaMSon Central's event codes refer to Appendix, *Section 8.3 Event Codes* at the back of this manual.

Following is a brief description of the Event Codes Table.

Table 3-2: Event Codes Table Description

FIELD	DESCRIPTION	ACTION REQUIRED
Event Code	A three letter mnemonic shortcut that identifies the event (eg. ALR - Alarm). Used to define a Received Code in Protocol Properties in SaMSon Central, or in the Special Code option of the account card in SaMSon Monitor. This field is displayed in the Incoming Events section, Account Card and Reports in SaMSon Monitor.	• Pre-set codes are fixed; they cannot be deleted or edited • New codes can be added, edited and deleted as required (changes will automatically update within SaMSon Central and SaMSon Monitor)
Description	A short description of the event. This field is displayed in the Incoming Events section, Account Card and Reports in SaMSon Monitor. **Important**: Any description changes should be logical and match the allocated event type (refer to example below).	• Both pre-set and newly added codes can be edited.
Priority	Each event is allocated a priority number to indicate its importance and to prioritize it according to the response required. The priority number will determine the order the events appear in the Event Monitoring Window in SaMSon Monitor. Defined from one (highest priority) to nine (lowest priority).	• Both pre-set and newly added codes can be edited **Help**: Codes that occur with priority 1 to 7 require operators' intervention within SaMSon Monitor. Codes that occur with priority 8 and 9 have automatic closure (auto-log) and do not require operator

Example of Description

	Event	Description		Event Type
Current Description	ALR	Alarm		Alarm
New Description	ALR	Factory Alarm	**P** Correct	Alarm
	ALR	Closing Procedures	**O** Incorrect	Alarm

FIELD	DESCRIPTION	ACTION REQUIRED
	This field is displayed in the Incoming Events section, Account Card and Reports in SaMSon Monitor.	intervention. Priority 9 is also automatically assigned to Undefined Accounts (i.e. accounts that do not have a customer assigned to them). This priority cannot be changed by the user.
Siren	Selection indicates whether an audio alarm is activated. The siren sounds upon arrival of an event.	• Both pre-set and newly added codes can be edited
Event Type	Group under which similar events are organized All events within the system must have a group assigned to them Each group has a matching action, e.g. Open and Close, Alarm and Alarm Restore **Important**: To keep track of a customer's open and close operations, all open operations must be defined as Open type, and all close operations must be defined as Close type. To keep track of restore operations for several events, the event to be restored must be defined as Alarm type, and the expected restore must be defined as Alarm Restore type.	• Event Types are fixed; they cannot be deleted or edited • New Event Types cannot be added. • Defined from pull down menu and includes: Open, Close, Alarm, Alarm Restore, General, General Restore, Status, Status Restore, and Internal

3.1.3.1 Adding a New Event Code

To add a new Event Code, choose the **Add** button.

The cursor will automatically move down to the last event on the table and a blank row with a star (*) will appear to acknowledge that new data is required.

Enter a new three-letter Event Code (in capital letters).

Add a general event description.

Note:

A pre-set priority, siren, event description and event type will appear and can be changed according to your preference.

Select a priority, indicate if siren is required, and select an event type from the pull down menu.

Choose the **Apply** button to save the details.

Important:

For any event codes to be active, the user must assign a received code to acknowledge the event code (refer to *Section 3.1.4 Defining and Editing Protocol Properties and Received Codes).*

This event is now a global event within the system and affects all customer accounts, similar to pre-set event codes.

3.1.3.2 Editing an Event Code

To edit an existing event, highlight the row that requires editing by choosing the gray box corresponding to the event row.

Choose the **Edit** button.

The fields that were gray and inaccessible are now black and accessible on screen.

Replace the existing data with the new details and ensure that priority, siren indication and event type are correct.

If changes to pre-set events are required, ensure that descriptions are logical and match the Event Type (refer to examples and explanation shown in *Table 3-2: Event Codes Table* Description).

Choose the **Apply** button to save the changes.

Help:

The Event Code and Event Type fields of SaMSon Central's pre-set events cannot be edited or altered.

3.1.3.3 Deleting an Event

To delete an existing event, highlight the row that requires deleting by selecting the gray box corresponding to the event row.

Choose **Delete ►Apply** to delete and save the changes.

Help:

SaMSon Central's pre-set events cannot be deleted.

3.1.3.4 *Exiting the Edit Event Codes Window*

Once changes are made and saved choose the **OK** button to exit from the Event Code Window and return to SaMSon Central's Message Window.

3.1.4 Defining and Editing Protocol Properties and Received Codes

SaMSon Central has a number of pre-set protocols to choose from depending on the receiver hardware in use. The correct protocol must be defined within SaMSon Central in order for it to receive events.

Protocols have a number of Received Codes assigned to them. Received Codes are the actual events received from the end units. They are sent to SaMSon Central by the receiver using the protocol.

Protocols and corresponding received codes can be added, modified or deleted.

To view or edit protocol and received code settings, choose **Tools ► Edit Protocol Descriptions (Ctrl+P).**

The following Protocol Properties Window appears:

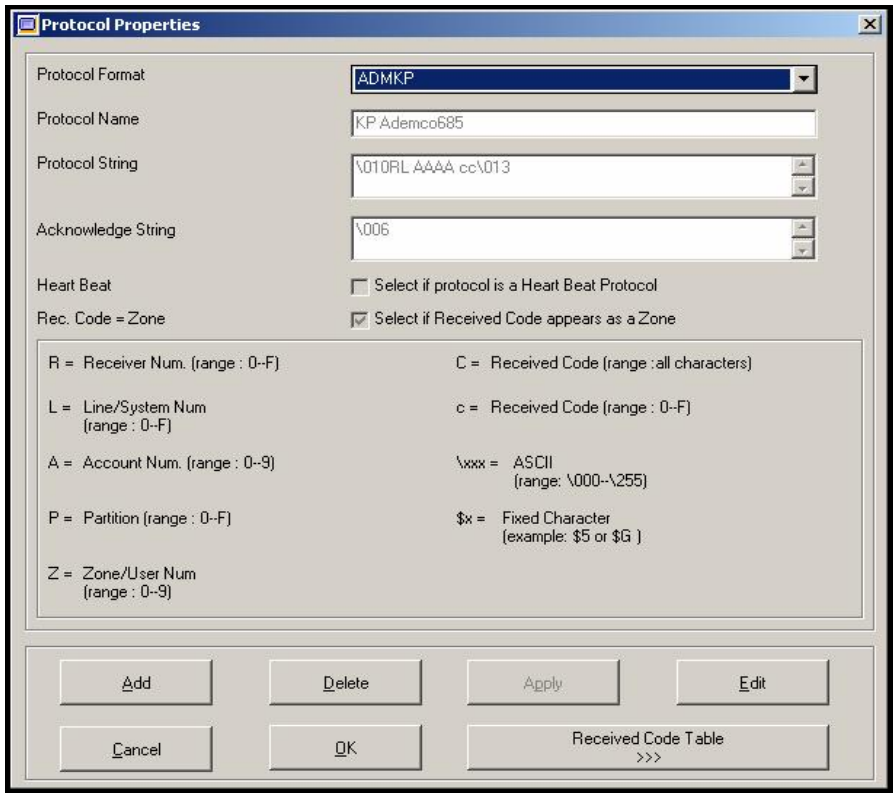


Figure 3-5: Protocol Properties Window

Following is a description of the Protocol Properties Window.

Table 3-3: Protocol Properties Window Description

FIELD	DESCRIPTION	ACTION REQUIRED
Protocol Properties		
Protocol Format	A list of possible protocols to be used within the system. The protocol appears as an abbreviated name in the pull-down menu (and recognized in the protocol box in Edit Receiver Settings, refer to Section *3.1.5.2* *Editing a Receiver)*	• Choose protocol from pull down menu for viewing or editing • Add a new protocol in the open text box
Protocol Name	Full descriptive name of the protocol	• When adding a new protocol, type description in open text box
Protocol String	The protocol string is used to define the protocol structure Every alpha numeric character (or group of characters) of the protocol string represents a byte of the protocol Necessary to see each character of the protocol within the protocol string In the protocol definitions table the letters that represent each element are displayed If a constant ASCII character is used, use the back slash (\) and the ASCII code in three character format (\xxx) If a fixed character is required, use the $ and the character	• Enter the appropriate protocol string **Example:** **\010RL AAAA cc\013** where: \010 – ASCII code of LF R – represents the Receiver number L – represents the Line/System number < > - space AAAA – represents the Account Number (address) < > - space cc – represents the Receive Code
Acknowledge String	The data string used to acknowledge the protocol Every alpha numeric character (or group of characters) of the acknowledge string represents a byte of the protocol Used for communications between the server and the receiver	• Enter the appropriate acknowledge string **Example:** **\006** where: \006 – ASCII code of ACK

FIELD	DESCRIPTION	ACTION REQUIRED
Heart Beat	Assigns protocol for use as a Heart Beat protocol A unique protocol through which the receiver sends verification messages in a pre-set period in order to maintain communications and indicate that hardware is functional.	• Select to indicate if protocol is a Heart Beat protocol
Receiver Code = Zone	Used if a Receiver Code appears as a Zone	• Select to indicate if Receiver Code appears as a Zone
Protocol Definitions		
R = Receiver Num	Represents the receiver number that is received	Range 0 – F
L = Line/System Num	Represents the received line or system number	Range 0 – F
A = Account Num	Represents the account number	Range 0 – 9
P = Partition	Represents the partition number	Range 0 – F
Z = Zone/User Name	Represents the zone/user name	Range 0 – 9
C = Received Code	Represents the received code	Range: all characters
c = Received Code	Represents the received code	Range 0 – F
\xxx = ASCII	Represents an ASCII character	Range \000 - \255
$x = Fixed Character	Represents a fixed character	Example $5 or $G

Once a protocol is defined within SaMSon Central, appropriate received codes must be assigned to the protocol in order to receive the actual events from the end units.

Important:
If the protocol in use is a Heart Beat protocol, received codes do not need to be assigned.

The Received Code Table can be accessed via the Protocol Properties Window.

Choose the **Received Code Table** button in the lower right hand corner of the Protocol Properties Window (refer to *Figure 3-5: Protocol Properties Window*).

The following Received Codes Table will open.

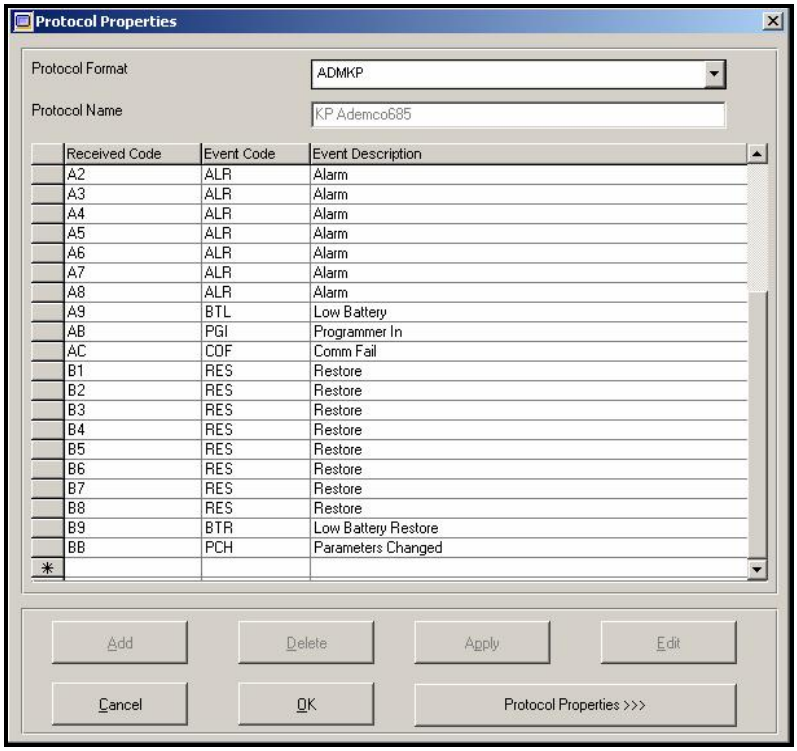


Figure 3-6: Received Codes Table

Help:

Column width can change by dragging the border between the column subjects.

Important:

Received Codes are only used if the protocol is not a heart beat protocol. If you have identified the protocol as a heart beat protocol, the Received Code Table cannot be accessed (refer to *Table 3-3: Protocol Properties Window Description* for explanation about heart beat protocols).

To return to the Protocol Properties window, choose the **Protocol Properties** button in the lower right hand corner.

Following is a description of the Received Codes Table.

Table 3-4: Received Codes Table Description

FIELD	DESCRIPTION	ACTION REQUIRED
Protocol Format	Abbreviated name of the protocol as it appears on the protocol pull-down menu (and recognized in the protocol box in Edit Receiver Settings, refer to Section *3.1.5.2 Editing a Receiver)*	• Choose from pull down menu of existing protocols or add new protocol in open text box
Protocol Name	Full descriptive name of the protocol	• Description from Protocol Properties Table
Received Code	Identifying code for each received event, according to the protocol in use **Important**: When choosing the Event Code related to this Received Code, always take note of the Event Type This field is displayed in the Incoming Events section, Account Card and Reports in SaMSon Monitor.	• Type code in open text box
Event Code	Identifying code for each event as it appears in the Event Codes Table (refer to Section *3.1.3 Adding and Editing Event Codes*)	• Choose from pull down menu
Event Description	Description of the event	• Automatically defined from the Event Code Table

Choose the **Protocol Properties Table** button in the lower right hand corner (refer to *Figure 3-6: Received Codes Table*) to return to the Protocol Properties Window.

3.1.4.1 Adding a New Protocol

New protocols can be defined in the system by choosing the **Add** button.

Blank fields will appear and the system is now ready for new data (refer to *Table 3-4: Received Codes Table Description* as a guide).

Type in new data in the blank fields and choose the **Apply** button to save the new protocol.

3.1.4.2 Adding Received Codes

Once a new protocol has been added to the system, received codes need to be assigned (with the exception of heart beat protocols which do not require received codes).

To add new received codes choose the **Received Code Table** button.

Choose the **Add** button.

Blank fields will appear and the system is now ready for new data (refer to *Table 3-4: Received Codes Table Description* as a guide).

Type in a new received code and assign an Event Code from the pull down menu (refer to *Section 3.1.3 Adding and Editing Event Codes*).

An Event Description is automatically assigned.

Choose the **Apply** button to save the new data.

Choose the **Protocol Properties** button to return to the Protocol Properties Table.

Important*:*

If a specific customer requires a variation to any event codes assigned to received codes, they can be defined within the **Special Code** button of the customers' account card, rather than added as a global event in SaMSon Central (refer to *Table 3-11: Account Card Description*).

3.1.4.3 Editing a Protocol

To edit an existing protocol, choose the protocol from the pull down menu in Protocol Format and choose the **Edit** button.

The fields that were grayed and inaccessible are now black and accessible on screen.

Make the appropriate changes and choose the **Apply** button to save.

3.1.4.4 Editing Received Codes

Received codes for a protocol can also be edited if required.

To edit an existing protocol's received codes, go to the Protocol Properties Window and choose the **Received Code Table** button.

Choose the protocol from the pull down menu in Protocol Format and choose the **Edit** button.

The fields that were grayed and inaccessible are now black and accessible on screen.

Make the appropriate changes and choose the **Apply** button.

Choose the **Protocol Properties** button to return to the Protocol Properties Table.

3.1.4.5 Deleting a Protocol

To delete an existing protocol, choose the protocol from the pull down menu in Protocol Format.

Choose **Delete ► Apply** to delete and save the changes.

> **Warning:**
>
> It is recommended to not delete existing protocols. By deleting protocols, all associated data and received codes to the protocol will be deleted.

3.1.4.6 Deleting a Received Code

To delete an existing received code, go to the Received Codes Table by choosing the **Received Codes Table** button.

Highlight the row that requires deleting by choosing the gray box corresponding to the received code row.

Choose **Delete ►Apply** to delete and save the changes.

> **Warning:**
>
> By deleting a received code, the system will not recognize the code anymore and will process it as an Undefined Signal.

3.1.4.7 *Exiting the Protocol Properties or Received Code Table Window*

Once changes are made and saved choose the **OK** button to exit from the Protocol Properties/Received Code Table Window and return to SaMSon Central's Message Window.

3.1.5 Defining and Editing Receiver Settings

SaMSon Central supports a number of industry-standard receiver hardware. The receiver hardware in use must be selected within SaMSon Central in order for the software to receive incoming data and translate these to events. The receiver details can be viewed or modified by the user. New receivers can also be added.

To view or edit receiver settings, choose **Tools ► Receiver Settings (Ctrl+R)**

The following window appears:

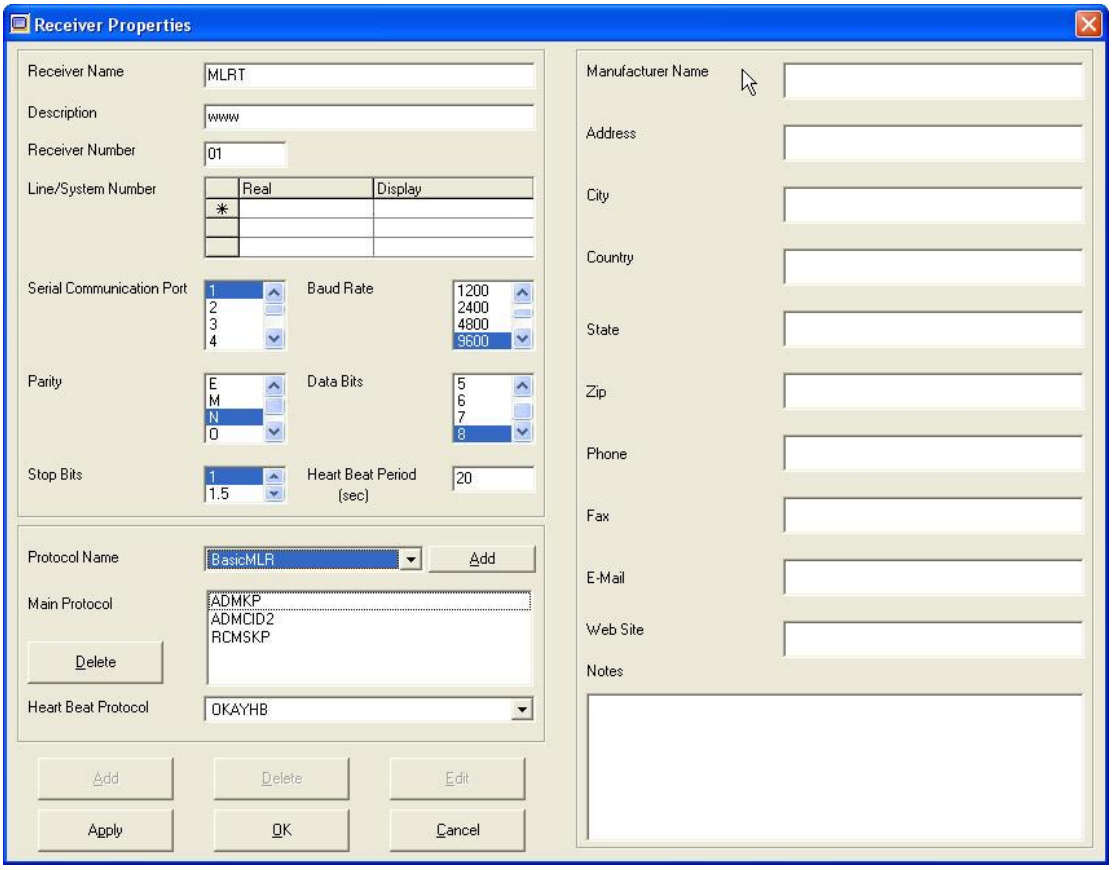


Figure 3-7: Receiver Properties Window

Following is a brief description of the Receiver Properties Window.

Table 3-5: Receiver Properties Description

FIELD	DESCRIPTION	ACTION REQUIRED
Receiver Name	A list of possible receivers to be used within the system The receiver appears as an abbreviated name in the pull-down menu The number of receivers that can be used or added to the system is determined by the number of COM ports available in the server	• Choose receiver name from pull down menu • Add new receiver in open text box
Description	Full descriptive name of the receiver	• Type description in open text box
Receiver Number	In the case of dual communication networks where two or more receivers are in use, the receiver numbers can be matched together in order to collaborate the messages and prevent the same message coming from both receivers to the same account Two characters (RR) that make up part of the account number for each customer e.g.: RR-LL-AAAAAA-PP where RR = receiver number (refer to *Section 3.2.5 Account Number Set-up*) In most cases, the two-digit RR number indicates the receiver number If the field is left empty, the real receiver number is used The receiver number makes up part of the customer account number (refer to *Section 3.2.5 Account Number Set-up*)	• Two digits with range 0 – F

FIELD	DESCRIPTION	ACTION REQUIRED
Line/System Number	If more than one Line/System is in use, numbers can be matched together in order to collaborate messages and prevent the same message coming from every line/system to the same account The real line/system numbers are masked with matching numbers If no value is entered, the real numbers are used The line/system number makes up part of the customer account number (refer to refer to *Section 3.2.5 Account Number Set-up*)	• One digit with range 0 – F
Manufacturer's Data	List of manufacturer's contact details	• An extended window will appear with full manufacture's contact details • Window is opened/closed by choosing the **Manufacturer's Data** button
Serial Communication Port	Choice of serial COM port connected to the receiver (1 – 8)	• Choose from scroll down menu
Parity	The Parity (odd, even, mark, space, none) at which the receiver transmits input to the software (refer to the Receiver User Manual for the correct parity selection)	
Stop Bits	The number of stop bits (1, 1.5, 2) the receiver transmits as input to the software (refer to Receiver User Manual for the correct number of stop bits)	
Baud Rate	The baud rate (from 110 – 115200) of the receiver being used for input to the software (refer to the Receiver User Manual for the correct baud rate)	
Data Bits	The number of data bits (from 4 - 8) the receiver transmits as input to the software (refer to the Receiver User Manual for the correct number of data bits)	

FIELD	DESCRIPTION	ACTION REQUIRED
Heart Beat Period	The period of time in which the receiver confirms status to the server (refer to the Receiver User Manual for the correct Heart Beat period) The pre-set time within the software is 20 seconds If no event is received from the receiver during a period of time equal to three times the defined period, the software reports a receiver fault	• Enter the number of seconds
Main Protocol	The main protocols list used for receiving events **Important:** If the correct protocol is selected, SaMSon Central will display in the Message Window, details associated with that protocol. If an incorrect protocol has been selected data will not appear logically.	• Choose protocol from the pull down menu, and click the **Add** button.
Heart Beat Protocol	The protocol used for receiving the receiver's Heart Beat **Important:** If an incorrect protocol has been selected data will not appear logically.	

3.1.5.1 *Adding a New Receiver*

To add a new receiver to the existing list, choose the **Add** button.

Empty fields will appear, selection menus will become accessible and the system is ready for new data.

Type in or choose new receiver properties (refer to *Table 3-5: Receiver Properties Description* as a guide)

Choose the **Apply** button to save the new receiver.

3.1.5.2 Editing a Receiver

To edit an existing receiver, choose the receiver from the pull down menu in Receiver Name and choose the **Edit** button.

The fields that were grayed and inaccessible are now black and accessible on screen.

Make the appropriate changes and choose the **Apply** button to save.

Help:

Each Line/System Numbers can be removed.

Highlighting the row that requires removing by choosing the gray box corresponding to the Line/System row.

Choose the Delete button on your keyboard and the Line/System is permanently removed.

3.1.5.3 Deleting a Receiver

To delete an existing receiver, select the receiver from the pull down menu in Receiver Name.

Choose **Delete ► Apply** to delete and save the changes.

Warning:

By deleting the receiver that is in operation, the software is unable to function.

3.1.5.4 Exiting the Receiver Properties Window

Once changes are made and saved choose **OK** to exit from the Receiver Settings Window and return to SaMSon Central's Message Window.

3.1.6 SMS Modem settings

SaMSon Central supports cellular modem in order to send SMS message to customer while an event is received.. The message is automaticlly send to the customer cellular phone.

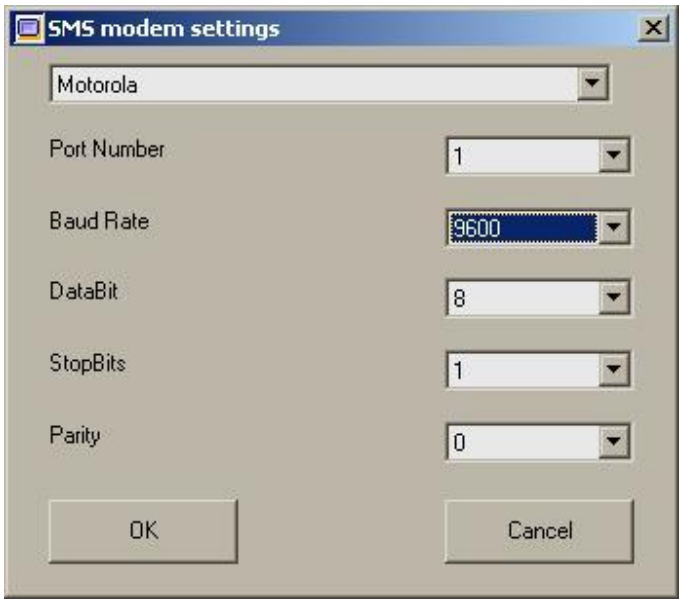


Figure 3-8: SMS Modem setting

Serial Communication Port	Choice of serial COM port
Parity	The Parity (odd, even, mark, space, none)
Stop Bits	The number of stop bits (1, 1.5, 2)
Baud Rate	The baud rate (from 110 – 115200)
Data Bits	The number of data bits (from 4 - 8)

3.1.7 Finalizing Setup Procedures for SaMSon Central

In order for SaMSon Monitor to operate efficiently, all parameters must be correctly defined within SaMSon Central. A brief system check is recommended to ensure that the following are in order:

- **P** If required, all additional event codes, besides software pre-set codes, are defined
- **P** Additional event codes have clear and logical descriptions, priority levels and event types are assigned in accordance with central station requirements
- **P** Suitable protocols have been defined within the system
- **P** Received codes for each protocol are defined (excluding Heart Beat protocols)

P Suitable receiver hardware parameters are defined

If all parameters have been entered correctly, SaMSon Central is ready for operation and received messages will appear in the Message Window according to the event.

3.1.8 Log Out

It is recommended that once the system parameters are defined or changed, the user log out of SaMSon Central in order to avoid unauthorized entry by another user.

To log out of SaMSon Central, choose **File ► Log out (Ctrl+L)**

All SaMSon Central functions are now security protected and access to functions is restricted according to user levels defined in SaMSon Monitor.

Refer to *Section 5.1.4 Exiting Samson Central* if you wish to exit SaMSon Central.

Warning:

SaMSon Central must remain operating at all times to maintain ongoing communications between the receiver hardware and SaMSon Monitor.

If SaMSon Central is closed, SaMSon Monitor will not receive new events.

3.2 SaMSon Monitor

Once SaMSon Monitor is installed on the server/workstation, software parameters are ready to be defined.

3.2.1 Login

To enter SaMSon Monitor, choose **Start ► Programs ► KP Electronic Systems ► SaMSon Monitor ► SaMSon Monitor** or, go to the Desktop and choose the SaMSon Monitor Shortcut Icon .

A Log in Window will appear requiring User Name and Password.

SaMSon Monitor requires authorized entry to access the software. The following Login Window will appear requiring User Name and Password.

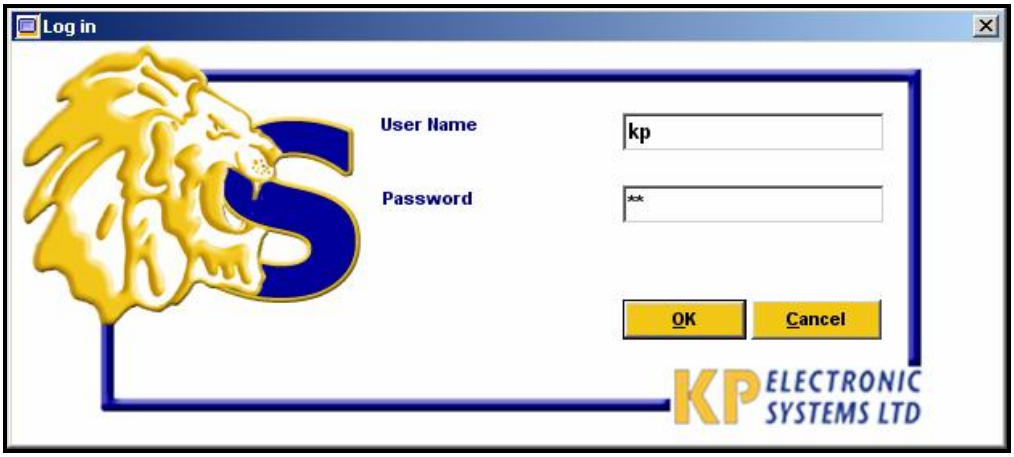


Figure 3-9: Login Window

Important:

SaMSon Central and SaMSon Monitor installations are both supplied with a pre-set User Name (**kp**) and Password (**kp**) as displayed in *Figure 3-9: Login Window.*

Login is case sensitive.

The pre-set Username and Password allows access to all software options.

To ensure that options within the software are accessible by authorized users only, it is recommended that partitioned security passwords be configured within SaMSon Monitor (refer to *Section 3.2.3 Operator Permission*).

Enter the User Name and Password that has been assigned within SaMSon Monitor by the central station administrator or pre-set User Name and Password.

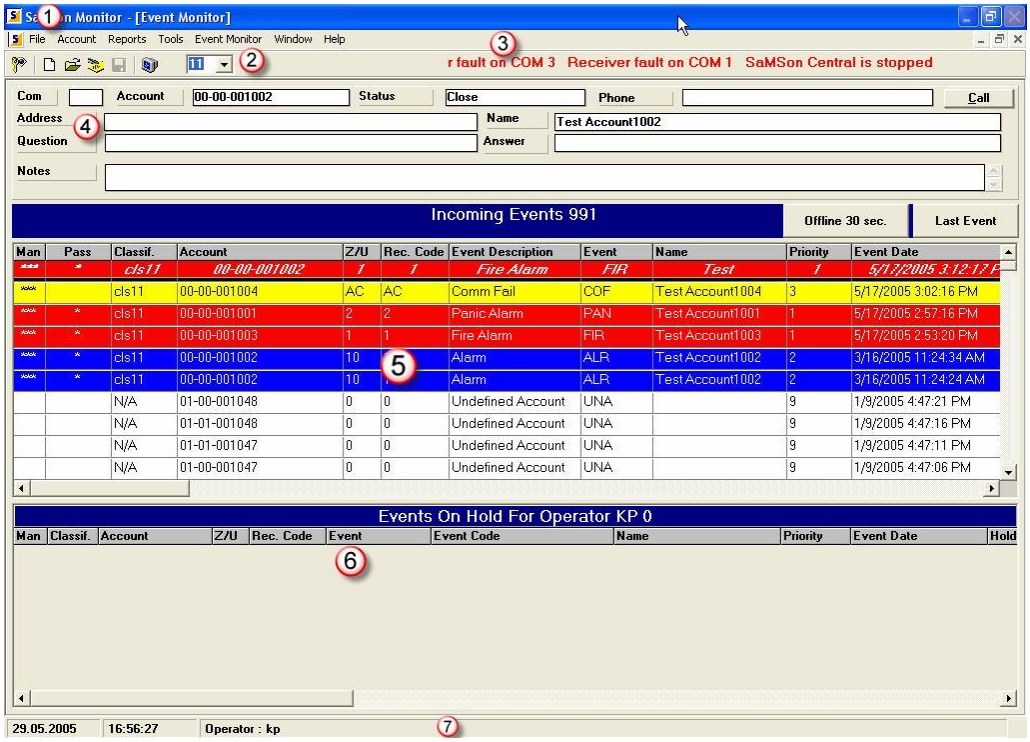
Choose the **OK** button to login to SaMSon Monitor or choose the **CANCEL** button to terminate software.

Help:
The system will alert the user if an incorrect User Name or Password has been typed.

Once the user has logged in, the Event Monitoring Window will open and options according to the security level granted are highlighted and accessible within the Menu Bar.

3.2.2 Event Monitoring Window

Once logged into SaMSon Monitor, the Event Monitoring Window will appear on the screen. The Event Window is the main window within SaMSon Monitor and consists of seven sections (refer to *Figure 3-10: Example of an Event Monitoring Window in Operation*).


1
File Account Reports Tools Event Monitor Window Help
2
3
r fault on COM 3 Receiver fault on COM 1 SaMSon Central is stopped
Com
Account
00-00-001002
Status
Close
Phone
Call
Address
4
Name
Test Account1002
Question
Answer
Notes
Incoming Events 991
Offline 30 sec.
Last Event
Man Pass Classif. Account Z/U Rec. Code Event Description Event Name Priority Event Date
cls11 00-00-001002 1 1 Fire Alarm FIR Test 1 5/17/2005 3:12:17 P
cls11 00-00-001004 AC AC Comm Fail COF Test Account1004 3 5/17/2005 3:02:16 PM
cls11 00-00-001001 2 2 Panic Alarm PAN Test Account1001 1 5/17/2005 2:57:16 PM
cls11 00-00-001003 1 1 Fire Alarm FIR Test Account1003 1 5/17/2005 2:53:20 PM
cls11 00-00-001002 10 Alarm ALR Test Account1002 2 3/16/2005 11:24:34 AM
5
cls11 00-00-001002 10 Alarm ALR Test Account1002 2 3/16/2005 11:24:24 AM
N/A 01-00-001048 0 0 Undefined Account UNA 9 1/9/2005 4:47:21 PM
N/A 01-01-001048 0 0 Undefined Account UNA 9 1/9/2005 4:47:16 PM
N/A 01-01-001047 0 0 Undefined Account UNA 9 1/9/2005 4:47:11 PM
N/A 01-00-001047 0 0 Undefined Account UNA 9 1/9/2005 4:47:06 PM
Events On Hold For Operator KP 0
Man Classif. Account Z/U Rec. Code Event Event Code Name Priority Event Date Hold
6
29.05.2005 16:56:27 Operator : kp
7

1. Menu Bar
2. Shortcut Tool Bar
3. SaMSon Central Warning and New Event Indicator
4. Customer Account Details Section
5. Incoming Events Section
6. Events on Hold for Operator Section
7. Status Bar

Figure 3-10: Example of an Event Monitoring Window in Operation

Help:

Each column within the Incoming Events and Events on Hold Sections can be sorted by choosing the top row containing the column subject. Column width can change by dragging the border between the column subjects.

Following is a brief description of the options/fields possible within each section.

Table 3-6: Event Monitoring Window Description

SECTION	OPTIONS	DESCRIPTION
Menu Bar		Window management
	File	Access and operator login, exit from the software, event exchange, close account
	Account	Customer account options including creating a new account, opening, editing, disabling, freezing or saving existing accounts, restoring un-restored events, changing account status
	Reports	Generating or viewing a variety of reports for administration and maintenance purposes
	Tools	Software options include technical data information, manual dialing, and sending SMS , general definitions and operator access levels within the software
	Event Monitor	Maximizes the Event Monitoring Window, generates manual events and hide/unhide signals of undefined accounts
	Window	Tools for viewing the Windows within the software
	Help	Presents information about SaMSon Monitor and offers software assistance
Shortcut Tool Bar	Log In	Allows the user to login to SaMSon Monitor and view options according to their user security level All masseges from Event on Hold will forward to Incoming Events
	New Account	Create a new account
	Open Account	Open and view an existing account
	Edit Account	Edit an existing account
	Event Monitor	Maximize the Event Window to full screen view
	Save Account	Save account details

SECTION	FIELDS	DESCRIPTION
SaMSon Central Warning Message **New Event Indicator** **Font Size**	**SaMSon Central Warning Message** • A warning message that alerts the operator of the current status of SaMSon Central and receiver hardware • Messages appear in red and pass across the operators' screens giving operators a real-time update **New Event Indicator** • A color-coded indicator blinks notifying the operator that a new event is received • Color indicates the priority of the event as defined in *Table 3-8: General Definitions Window Description*. • Indicator will disappear from the screen by clicking on it or by clicking *F10* • Indicator will appear again if the event is received again **Font Size** • Font size of the Incoming Events and Events on Hold, can be change by choosing option from the combo-box	
Customer Details Section All data that appears in the Customer details section is taken from the customer's account card. Details appear according to the event that is chosen from the Incoming Events or Events on Hold sections	COM	The serial COM port through which the event was received
	Account	Customer's account number
	Name	Customer's name
	Status	The status of the account at the time of operations (Open, Close, Not Available or Freeze)
	Address	Customer's site address
	Phone	Customer's main contact phone number
	Call Button	A quick dial call button for contacting customers on phone number supplied in the Phone field of the Event Monitoring Window
	Password	A security question asked by the operator to the customer in order to confirm the customer's identity
	Answer	A corresponding response to the security question to confirm customer's identity
	Notes	Additional miscellaneous information concerning the customer

SECTION	FIELDS	DESCRIPTION
Incoming Events Section	Offline Button	The software can appear offline where messages are received but screen data is not updated. Offline button can be clicked on or off at any time. If activated, software will deactivate automatically after a 30 second period. Time can not be changed by the user.
Incoming Events Section Displays incoming emergency, administration and system events. If SaMSon Monitor is installed on a network, messages are viewed by all operators on their respective screens, who are currently logged into the network.	Last Event Button	When the button is pressed, the incoming events section will instantly scroll down to display the last event received. If the last event does not appear it is because it is located beyond the limitation set on the maximum number of events displayed in the monitor. Refer to the Options Tab in *Table 3-8: General Definitions Window Description* to review the maximum number of events permitted to appear in the Incoming Events Section
	Man.	Three-star (***) indication that a manual event is received
	Pass	Events marked on the Pass column, indicates the event is allready in process
	Classif.	The account classification
	Account	The customer's account number
	Z/U	Zone/User
	Rec Code	The Received Code as defined in SaMSon Central
	Event Description	The Event Description as defined in SaMSon Central or as defined in the **Special Codes** button in some customer account cards (refer *Table 3-8: General Definitions Window Description)*
	Event	A three letter abreviation of the event as defined in SaMSon Central or as defined in the **Special Codes** button in some customer account cards (refer *Table 3-8: General Definitions Window Description)*
	Name	The customer name

SECTION	FIELDS	DESCRIPTION
	Priority	The Priority number of the event as defined in SaMSon Central or as defined in the **Special Codes** button in some customer account cards (refer *Table 3-8: General Definitions Window Description)*
	Event Date	Date of the received event
	Operator	Name of operator who has selected and is processing the event
	Hold Date	Date the event is placed on hold
	Event Closing Date	Date the event is processed and closed
Events on Hold for Operator Section Displays incoming emergency, administration and system events placed on hold for the current operator logged into the server/workstation. If SaMSon Monitor is installed on a network, each operator can only view his or her own events on the screen. Operator can see all events under his handling	Man.	Three-star (***) indication that a manual event is received
	Classif.	The account classification
	Account	The account number
	Z/U	Zone/User
	Rec Code	The Received Code as defined in SaMSon Central
	Event Description	The Event Description as defined in SaMSon Central or as defined in the **Special Codes** button in some customer account cards (refer *Table 3-8: General Definitions Window Description*
	Event	A three letter abreviation of the event as defined in SaMSon Central or as defined in the **Special Codes** button in some customer account cards (refer *Table 3-8: General Definitions Window Description)*
	Name	The customer name
	Priority	The Priority number of the event as defined in SaMSon Central or as defined in the **Special Codes** button in some customer account cards (refer *Table 3-8: General Definitions Window Description)*
	Event Date	Date of the received event
	Hold Date	Date the event is placed on hold
Status Bar	Date and Time	Displays the current date and time according to regional settings of the server

SECTION	FIELDS	DESCRIPTION
	Operator	Displays the User Name and calssification of the operator currently logged into the workstation
	Account Details	If an account is open at any time but is minimized or not displayed, the account number will appear in the lower right hand corner of the screen The account is opened by double clicking on this message

Once SaMSon Monitor is open, the Event Monitoring Window will remain open on the screen and can not be minimized.

3.2.3 Operator Permission

SaMSon Monitor contains five customizable operating levels. They are as follows:

- Operator Level 1
- Operator Level 2
- Supervisor
- System Administrator
- Technician

Each level allows pre-set access to functions within SaMSon Central and SaMSon Monitor. This access can be customized according to the Operator.

To change existing operator permission or to add a new operator choose **Tools ► Preferences ► Operator Permission**

Warning:

The Operator Permission Window will appear displaying the pre-set User Name (**kp**) and Password (**kp**) and allows operators access to all software functions.

It is recommended changing the pre-set password in order to ensure secure access to the system.

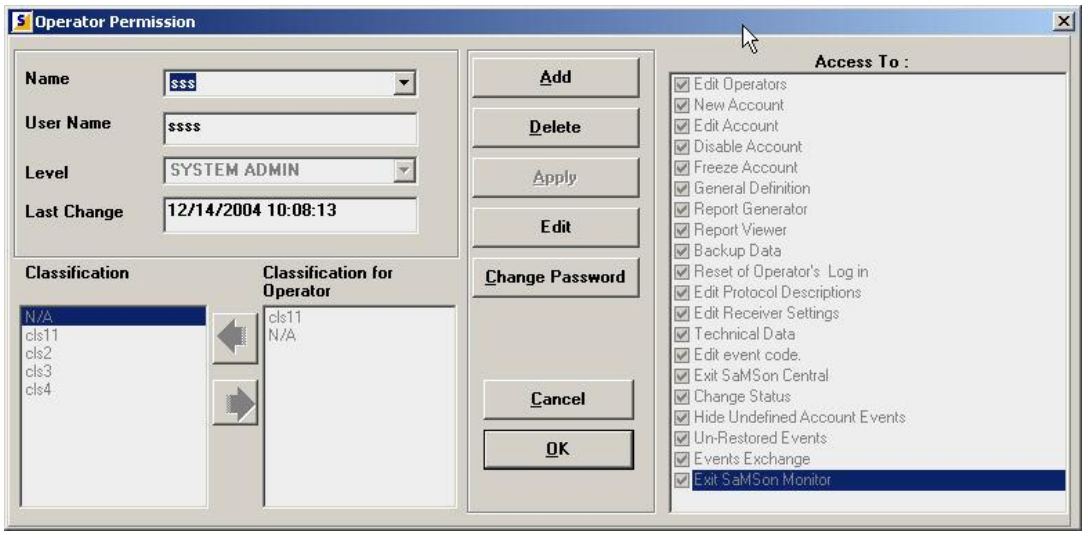


Figure 3-11: Operator Permission Window

Following is a brief description of the Operator Permission Window.

Table 3-7: Description of the Operation Permission Window

FIELD	DESCRIPTION	ACTION REQUIRED
Name	Identifying name of operator	• Choose operator name from pull down menu or add new name in open text box
User Name	Operators log in name	• When adding a new Operator or editing an existing Operator, type the User Name in the open text box
Level	Level of responsibility	• Choose operator level from pull down menu when adding or editing a new operator Help: Functions are pre-set but not fixed and can be customised
Last Change	Date of creation of new operator or modification of existing operator details	• Automatically changes to the current date when you save
Classification	Classified operator by area	• General Classification is set by the admenistrator in the General Defenition, and is allocate to each operator. If the operator is not classified by area, the operator will see all Incoming Events

FIELD	DESCRIPTION	ACTION REQUIRED
Access to:	Checklist of functions within SaMSon Central and SaMSon Monitor *(refer to 8.4 Operator Permission)*	• Select the check box to allocate access to each function • Deselect the check box to deactivate access
Change Password	To change operator passwords	• Type new password and confirm the new password in the Password Window

3.2.3.1 Adding an Operator

To add a new operator, choose the **Add** button.

Blank fields will appear and the system is now ready for new data.

Type the new Operator's details in the blank fields.

Select the operator's level and assign the functions allocated to the operator by checking each box (refer to *Appendix, Section 8.4 Operator Permission* for a description of Permission Levels).

Select the operator's classification (if needed)

Note:

Any functions that have not been checked in the Operator Permission Window will appear be inaccessible in both SaMSon Central and SaMSon Monitor

Choose the **Apply** button to save the new User Name.

Warning:

If you do not choose the **Apply** button before choosing the **OK** button, all data will be erased and you will automatically return to the Event Monitoring Window without saving the new User Name.

Once you choose the **Apply** button to save the changes, the following Password Window will appear requesting a new password and confirmation.

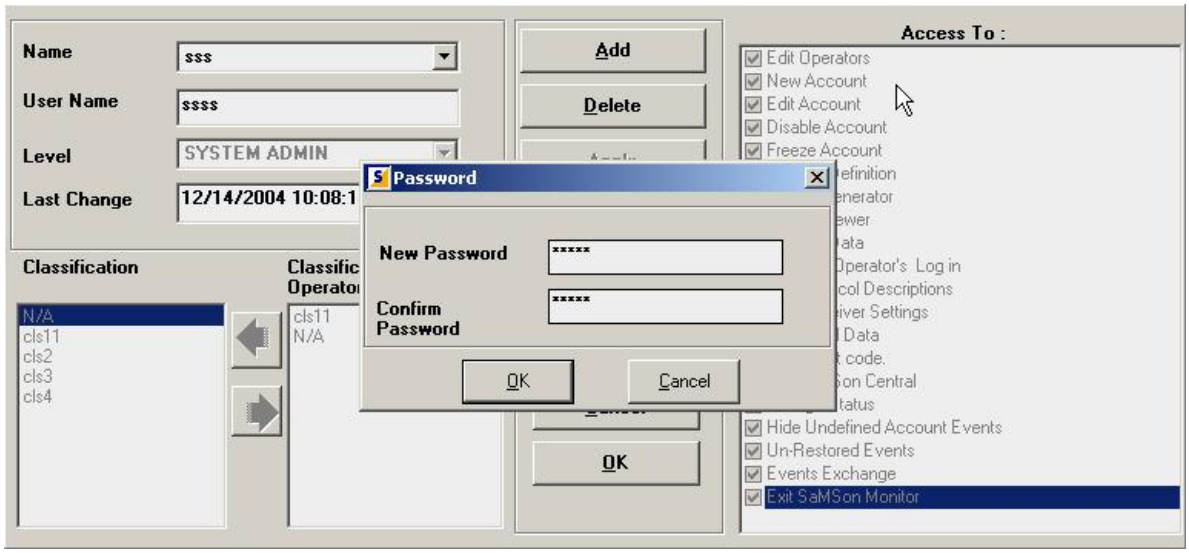


Figure 3-12: Password Window

Type the new password in the Password Window.

Type the new password again to confirm, and choose the **OK** button to return to the Operator Permission Window.

Warning:

Before editing or deleting an operator, make sure the operator did not log into the system, otherwise the administrator cannot modify or delete the operator.

3.2.3.2 Editing an Operator

To edit an Operator, select the Operator's name from the Name pull down menu.

Choose the **Edit** button.

The fields that were grayed and inaccessible are black and accessible on screen.

Make the appropriate changes and choose the **Apply** button to save the changes.

3.2.3.3 Changing Password

To change an existing Password, select the Operator's name from the Name pull down menu

Choose the **Change Password** button**.**

Type the new password in the Password Window.

Type the new password again to confirm, and choose the **OK** button to return to the Operator Permission Window.

3.2.3.4 Deleting an Existing Operator

To delete an existing Operator select the name from the pull down menu and choose the **Delete** button.

The software will confirm whether you wish to delete the user.

Choose the **OK** button to confirm or choose the **Cancel** button and return to the Operator Permission Window.

Important:
At least one Operator must appear in the operator permission table.
It is impossible to delete the last remaining Operator.

3.2.3.5 Exiting the Operator Permission Window

Once changes are made and saved, choose the **OK** button to exit the Operator Permission Window and return to the Event Monitoring Window.

Important:
Same account card cannot be modified simoultaneasly by two different operators.

3.2.4 General Definitions

When SaMSon Monitor is installed, pre-set, global software parameters are defined within SaMSon Monitor. The parameters can be modified and enable the user to customise the software according to central station requirements.

To review the software parameters, choose **Tools ► Preferences ► General Definition** on the Menu Bar to view the General Definition Window.

The General Definition Window consists of ten tabs containing various types of parameters (refer to *Figure 3-13: General Definition Window*)**.**

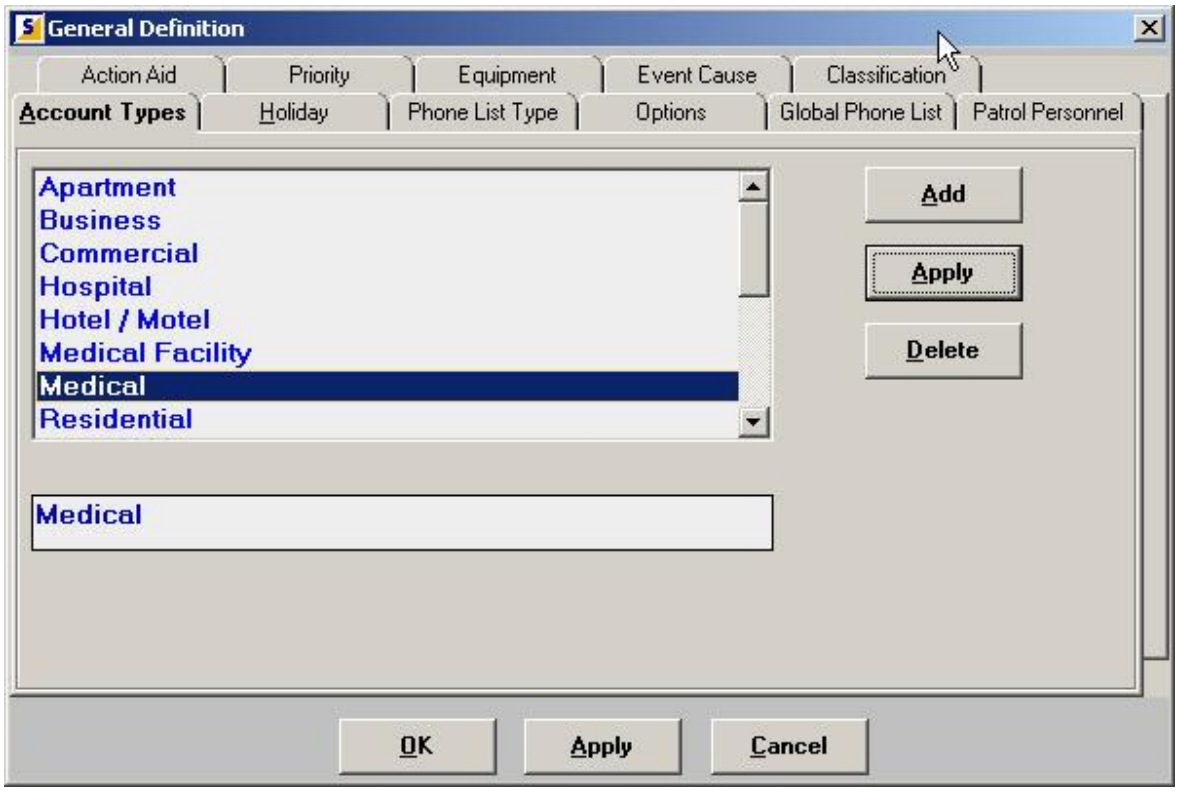
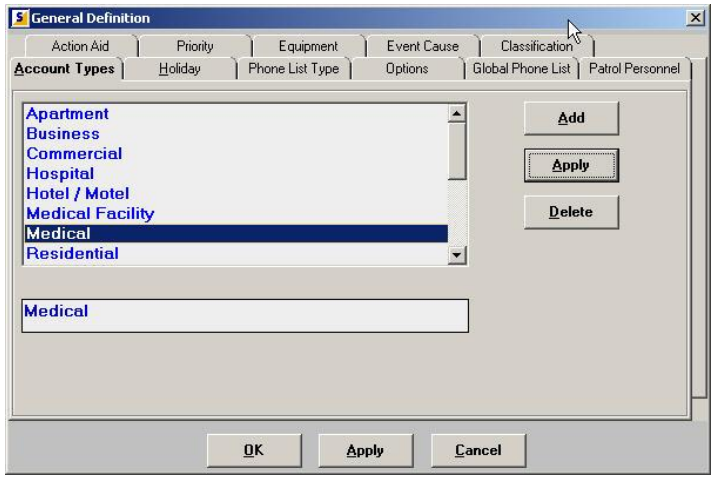


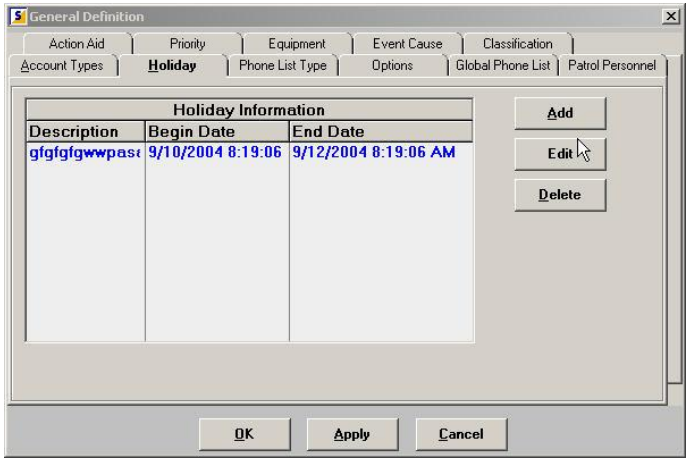
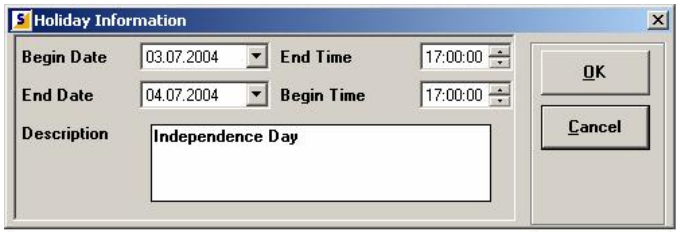
Figure 3-13: General Definition Window

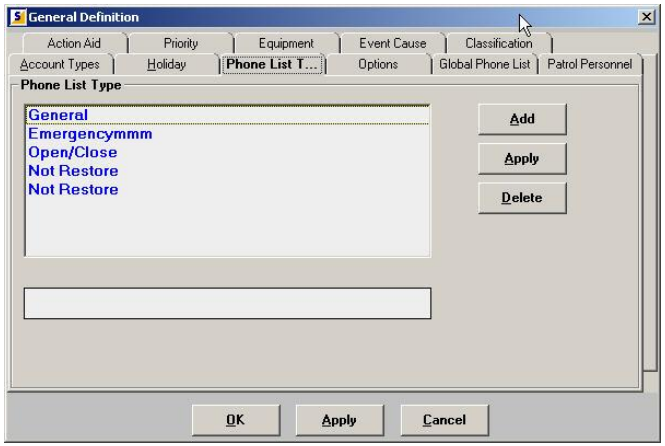
Click on the Tab Label to select and view a tab, or choose the **Close** button to close the General Definitions Window and return to the Event Monitoring Window.

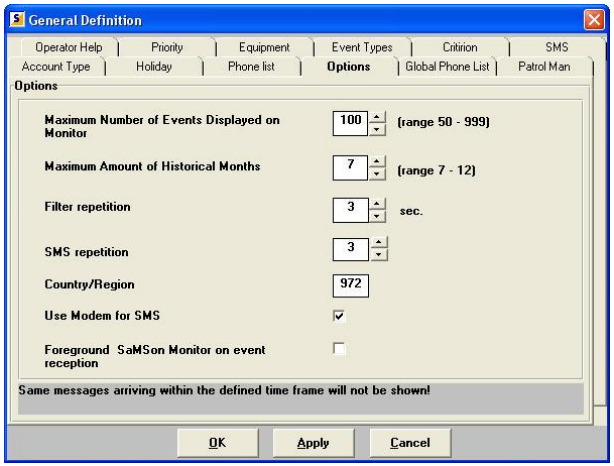
Refer to *Table 3-8: General Definitions Window Description* for a brief description of each Tab and the changes that can be made.

Table 3-8: General Definitions Window Description

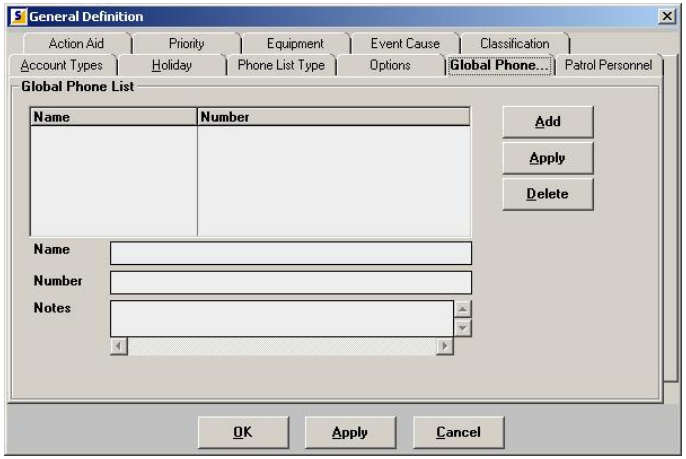
TAB	DESCRIPTION	ACTION REQUIRED
Account Type	SaMSon Monitor has a number of pre-set account types in the system. They are used for categorising and identifying the type of customer account when completing a Customer Account Card. Pre-set Account Types include: Apartment, Business, Commercial, Hospital, Hotel/Motel, Medical Facility, and Office Building. New Account Types can be added and existing ones deleted.  **Figure 3-14: Account Tab**	**Adding a New Account Type** • To add a new account type, choose the **Add** button • Blank fields will appear and the system is now ready for new data • Type the new Account Type in the blank fields and choose the **Apply** button to save the new parameter **Editing an Account Type** • To edit an Account Type, select the type and make the changes in the open text box below the list • Choose the **Apply** button to save the changes **Deleting an Existing Account Type** • To delete an existing Account Type, select the one to be deleted • Choose **Delete ► Apply** to delete and save the changes **Important***:* Any Account Types that are currently in use in a customer account card can not be deleted from the system.

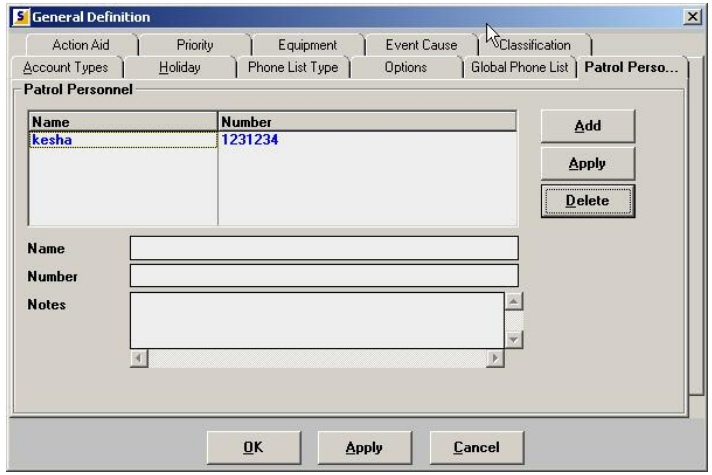
TAB	DESCRIPTION	ACTION REQUIRED
Holiday	SaMSon Monitor has the option to set Holiday dates that are global for all accounts and affect customers' who have the schedule activated for their open/close schedules. By choosing the Holiday Tab, a full description of the holidays and their beginning and ending dates are displayed. New Holidays can be added and existing ones deleted. **Important:** Holidays defined within General Definitions will take priority over any regular open/close scheduling in customer account cards. Special Schedules defined in customer account cards will take priority over holidays.  **Figure 3-15: Holiday Tab**	**Adding a New Holiday** • To add a new holiday, choose the **Add** button • The Holiday Information Window will open and the system is now ready for new data  **Figure 3-16: Holiday Tab** • Enter a date, time and description of the holiday and choose the **OK** button to add the new holiday or choose **Cancel** to return to the Holiday Tab without changes • The new holiday will appear in the Holiday Tab **Help:** Holiday schedules indicate that the property is closed **Editing an Existing Holiday** • To edit an existing Holiday, select the Holiday to be edited. • Choose the **Edit** button • Replace the existing data with the new details **Deleting an Existing Holiday** • To delete a holiday, choose the holiday to be deleted. • Choose the **Delete** button. **Help:** Column width Column width can change by dragging the border the border between the column subjects.

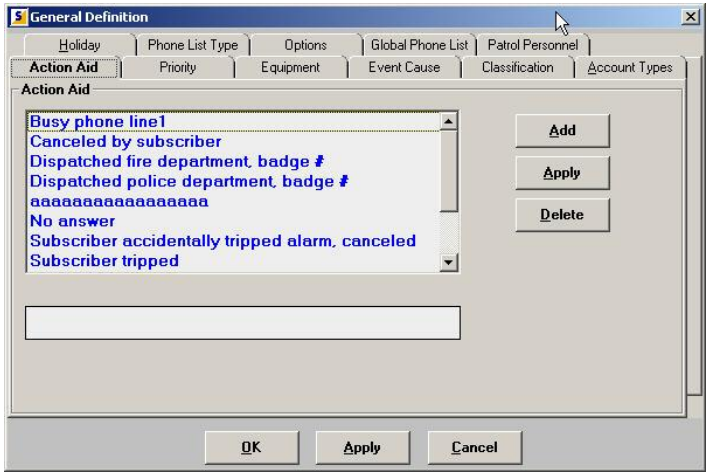
TAB	DESCRIPTION	ACTION REQUIRED
Phone List Type	SaMSon Monitor has a number of global phone types for grouping various phone numbers within customer accounts providing easy access and identification (refer to the **Phone** button in *Table 3-11: Account Card Description*). Choose the Phone List Type Tab to view the pre-set Types within the software. They include: General, Emergency, Open/Close and Not Restore. Pre-set Phone List groups can be edited and new Phone List Types can be added, edited and deleted.  **Figure 3-17: Phone List Type Tab**	**Adding a New Phone List Type** • To add a new phone list type, choose the **Add** button • Data can now be added to the blank row • Type the new Phone List Type and choose the **Apply** button to save the new parameter **Editing the Phone List Type** • To edit the Phone List Type, select the type and make the changes in the open text box below the list • Choose the **Apply** button to save the changes **Deleting an Existing Type** • To delete a phone list type, choose the field to be deleted • Choose **Delete ► Apply** to delete and save the changes **Important:** Pre-set Phone List Types within the software can not be deleted from the system.

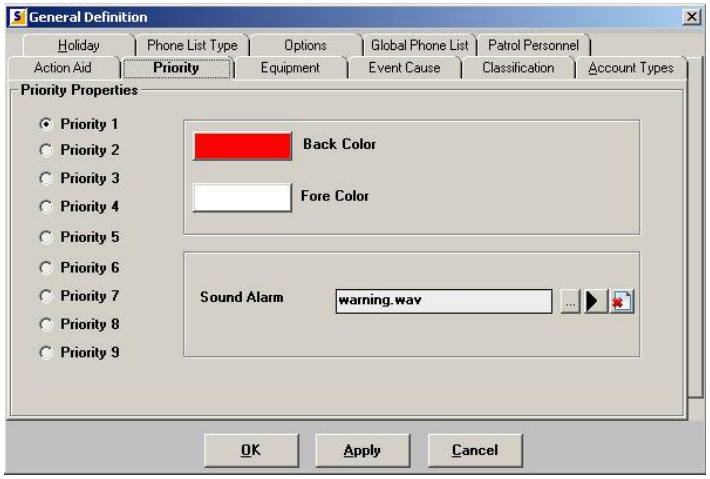
TAB	DESCRIPTION	ACTION REQUIRED
Options	Choose the Options Tab to view a selection of options for software administration purposes.  **Figure 3-18: Options Tab** Following is a brief description of the options available: **Maximum Number of Events Displayed on Monitor** SaMSon Monitor retains an unlimited number of processed and unprocessed events within the software. However, only a limited number is displayed on the Event Monitoring Window at any given time. The user can define the number to be displayed, with a range between 50 – 999. The pre-set number is 100. Events are displayed according to priority, with highest priority appearing first. If the number of incoming events exceeds the maximum number to be displayed (as defined by the user), the lower priority events are the first events to be automatically removed from the display based on first-in first-out and depending on event date and processed date (closed).	**Changing Options** • To change the numbers, type the desired number or use the up/down arrows • Choose the **Apply** button to save the changes

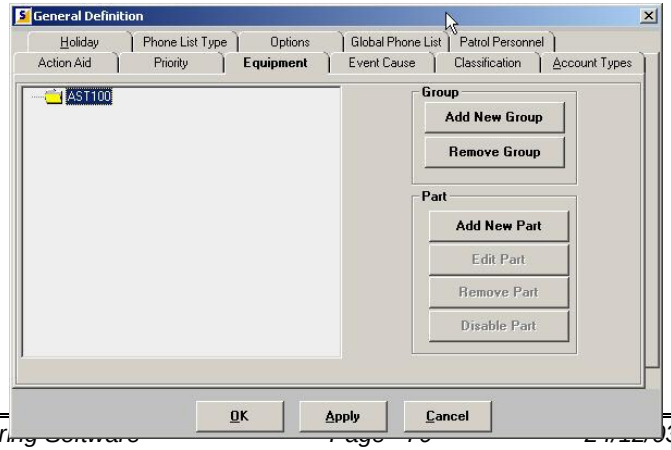
TAB	DESCRIPTION	ACTION REQUIRED
Options cont/…	To view ALL events that are received in the software including those not displayed, a historical report can be carried out (refer to *Section 5.2.5 Reporting*). **Filter Repetition** Administrator can change the time of Filter Repeation. The default for this time is 90 seconds. In a system where messages sent repeatedly several times from end-units this feature, while active, will filter the repeated messages, as a result of this only one signal will shown on the operators monitor. The filter time out should be set to the optimum value that represents the time needed for the transmitter to send all repetitions. Attention: Setting the time out too long could cause a new message lose! **SMS Repetition** Administrator can change the time of SMS Repeation if the messagse was failed in sending.. The default for this number is 3. If the message wasn't send after all the numbered trials, it is indicate that there is a problem in the user modem. **Country /Region** Administrator must insert his country / region number **Use modem for SMS** Administrator commences or cancels the Use modem for SMS checkbox by selecting or deselecting the Use modem for SMS box **Foreground SaMSon Monitor on event reception** If this option is checked (þ) , and the SaMSon Monitor window is in the task bar, the window will jump on top when the event is received **Maximum Amount of Historical Months** This option defines the period of time (in months) that events are historically stored within the software. The pre-	**Changing Options** • To change the numbers, type the desired number or use the up/down arrows • Choose the **Apply** button to save the changes **Changing Options** • To operate this option, checke or uncheck • Choose the Apply button to save the changes

TAB	DESCRIPTION	ACTION REQUIRED
Global Phone List	SaMSon Monitor offers a number of Global Phone Numbers that exist for all customers. Global Phone Numbers can vary depending on central station requirements but might include Police, Ambulance, or other external maintenance and emergency support organizations used by the Central Station. They appear in a pull down menu on the Phone Tab of each customer account card (refer to the Phone button in *Table 3-11: Account Card Description*). New phone numbers can be added to the list and existing ones deleted.  **Figure 3-19: Global Phone List Tab**	**Adding a New Global Phone List** • To add a new Global Phone List, choose the **Add** button • Blank fields will appear and the system is now ready for new data • Type the new data in the blank fields and choose the **Apply** button to save the new phone list **Editing the Global Phone List** • To edit the Global Phone List, select the Name and make the changes in the open Name, Number and Notes text boxes below the list • Choose the **Apply** button to save the changes **Deleting an Existing Global Phone List** • To delete an existing Global Phone List, highlight the one to be deleted • Choose **Delete ► Apply** to delete and save the changes

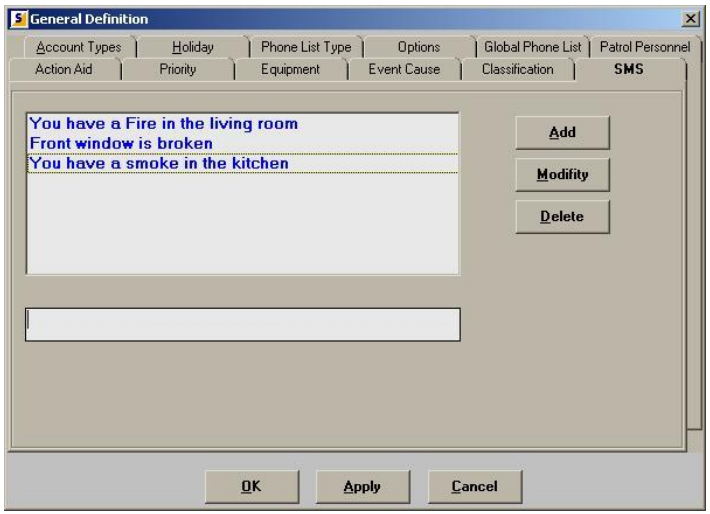
TAB	DESCRIPTION	ACTION REQUIRED
Patrol Personnel	SaMSon Monitor lists details of central station patrol personnel working in the field. New Patrol Personnel can be added to the list and existing ones deleted. When processing an event, the Operator can choose the **F6** button on the keyboard to enter the Patrol Personnel responding to the event. The Patrol Person's name and time of response will appear in the Action Log section of the customer account card (refer to *Section 0 SaMSon Monitor Event Management).*  **Figure 3-20: Patrol Personnel Tab**	**Adding New Patrol Personnel** • To add new patrol personnel, choose the **Add** button • Blank fields are now ready for new data • Type the new data and choose the **Apply** button to save the new parameter **Editing a Patrol Personnel** • To edit a Patrol Personnel, select the patrol person and make the changes in the Number, Name and Notes text boxes below the Patrol Personnel list • Choose the **Apply** button to save the changes **Deleting an Existing Patrol Personnel** • To delete patrol personnel, choose the field to be deleted • Choose **Delete ► Apply** to delete and save the changes

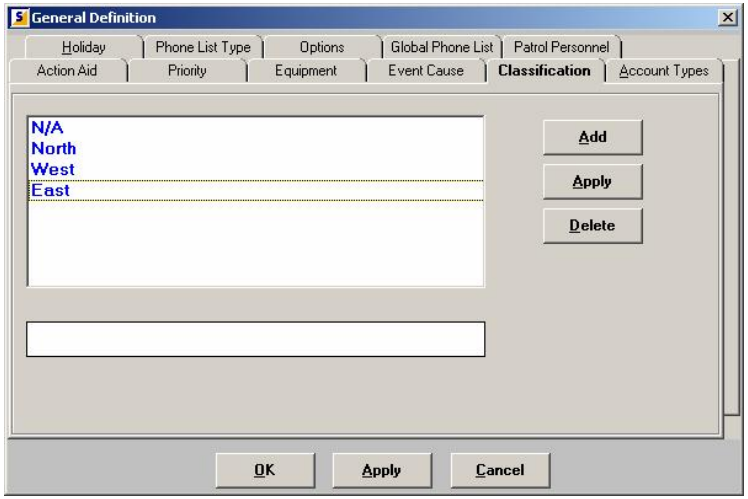
TAB	DESCRIPTION	ACTION REQUIRED
Action Aid	A list of actions that an operator might take when processing an event appear in a scroll-down menu. Once the list is defined in General Definitions, it will appear in the Action Log section of the customer account card when an operator is using the Comments function (refer to *Section 4.3.5.2 Adding Comments*). New actions can be added, edited or deleted from the list.  **Figure 3-21: Action Aid Tab**	**Adding a New Action Aid** • To add a new action, choose the **Add** button • Blank fields will appear and the system is now ready for new data • Type the new Action Aid in the blank fields and choose the **Apply** button to save the new parameter **Editing an Action Aid** • To edit an Action Aid, select the aid and make the changes in the open text box below the Action Aid list • Choose the **Apply** button to save the changes **Deleting an Existing Action Aid** • To delete an existing Action Aid, choose the field to be deleted • Choose **Delete ► Apply** to delete and save the changes **Help:** The pre-set list of Action Aids within the software can be deleted from the system.

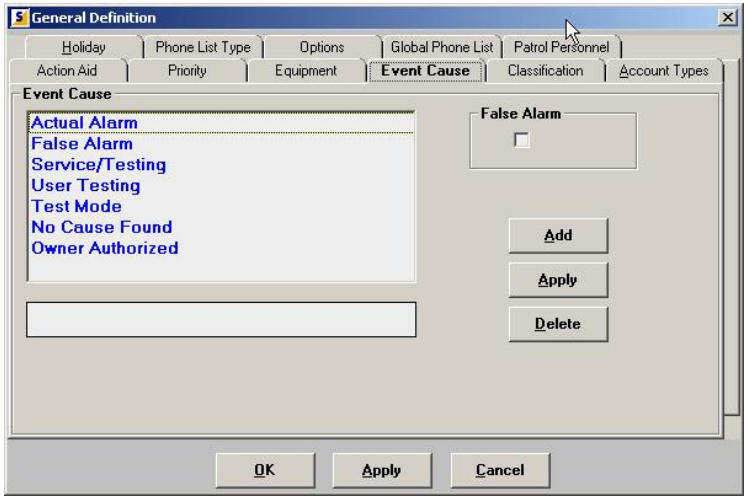
TAB	DESCRIPTION	ACTION REQUIRED
Priority	**Color Codes** Each event code that is defined in SaMSon Central, has a priority number assigned to it. For easy identification of the event and its priority, the priority is color-coded according to its priority level.  **Figure 3-22: Priority Tab** **Sound Alarm** This option provides the user with a number of alarm sounds from which to choose. The alarm sound will only be heard when an event is received in the Event Monitoring Window, and if the type of event has a Siren activation defined within SaMSon Central Each priority has its own sound.	**Changing Color Codes** • To change the pre-set color code, choose the priority number from 1 to 7 • The pre-set color-coding assigned to the priority will appear in the right hand side • Choose either the Back Color or the Fore Color and a color definition box will appear with a selection of colors from which to choose • Select the appropriate color and choose the **OK** button to return to the Priority Tab • The color will now appear in the box **Changing Siren Sound** • Choose the … button and select a sound from the folder • Choose the ▶ button to listen to the sound

TAB	DESCRIPTION	ACTION REQUIRED
Equipment	**Help:** Color codes for priority 1 to 7 can be changed according to user requirements. Colors indicate events that require operator intervention. Codes with priority 8 and 9 have a pre-set color code that can not be changed by the user . Codes 8 and 9 indicate events that are automatically logged and do not require operator intervention (e.g. Undefined Accounts). The Equipment Tab lists types of equipment in operation within the system. The details from the Equipment Tab is used in conjunction with the Technical Data feature in SaMSon Monitor (refer to *Section 5.2.1 Technical Data*). Groups and Parts can be added, edited and deleted from the system at any time.  **Figure 3-23: Equipment Tab**	**Adding a New Group** • To add a new Group to the list, choose the **Add New Group** button • A blank text box will appear **Figure 3-24: Group Text Box** • Enter the name of the Group to be added to the list • Choose the **OK** button or choose the **Cancel** button to return to the Equipment Tab • The New Group will appear in the directory **Removing an Existing Group** • To delete an existing Group from the list, highlight the Group to be deleted by clicking on the group • Choose the **Remove Group** button • The Group and any connected Parts will disappear from the directory **Adding a New Part**

TAB	DESCRIPTION	ACTION REQUIRED
Equipment cont/…		 **Figure 3-25: Part Text Box** • Enter the name of the Part to be added to the list • Choose the **OK** button or choose the **Cancel** button to return to the Equipment Tab • The new Part will appear in the directory **Editing an Existing Part** • To edit an existing Part, highlight the Part that requires editing • Choose the **Edit Part** button and replace the existing data with the new details **Removing an Existing Part** • To delete an existing Part from the list, highlight the Part to be deleted • Choose **Remove Part** button • The Part will disappear from the directory **Disabling an Existing Part** • To disable an existing Part from the list, highlight the Part to be disabled • Choose the **Disable Part** button • A red cross will appear next to the Part to indicate that it is disabled

TAB	DESCRIPTION	ACTION REQUIRED
SMS	A list of SMS messages that an operator might take when choosing to send SMS to a customer via Zone/User. Once the list is defined in General Definitions, it will appear in the Add Zone/User or Edit Zone/User section of the customer account card . New messages can be added, edited or deleted from the list.  **Figure 3-26: SMS Tab**	**Adding a New Message** • To add a new Message, choose the **Add** button • Data can now be added to the blank row • Type the new Message and choose the **Apply** button to save the new parameter **Editing the Message** • To edit the Message, select the type and make the changes in the open text box below the list • Choose the **Apply** button to save the changes **Deleting an Existing Message** • To delete a Message, choose the field to be deleted • Choose **Delete ► Apply** to delete and save the changes

TAB	DESCRIPTION	ACTION REQUIRED
Classification	 **Figure 3-27: Classification Tab** Each operator is classified by an area. The operator will get events only from the area which was classified for him, and he is the only one that can see these events. If the operator was not classified by an area, he will see all incoming events.	**Adding a New Classification** • To add a new Classification, choose the **Add** button • Data can now be added to the blank row • Type the new Classification and choose the **Apply** button to save the new parameter **Editing the Classification** • To edit the Classification, select the type and make the changes in the open text box below the list • Choose the **Apply** button to save the changes **Deleting an Existing Classification** • To delete a Classification, choose the field to be deleted • Choose **Delete ► Apply** to delete and save the changes **Important:** Pre-set Classification within the software can not be deleted from the system.

TAB	DESCRIPTION	ACTION REQUIRED
Event Cause	The Event Cause is used in the customer account card when processing and saving the event. The Operator can choose an event cause from the list (refer to *Section 4.3.5 Processing an Event*) to rapidly explain the reason for the event (eg. an event that was received was a false alarm, or an alarm was generated in order to test the system). The Operator can also view all events grouped together by the same Event Cause by using the **Event History** button in the customer's account card (refer to *Table 3-11: Account Card Description*). SaMSon Monitor has a number of Event Causes already pre-set in the system. Pre-set Event Causes can be edited but can not be deleted. New Event Causes can be added, edited and deleted.  **Figure 3-28: Event Cause Tab**	**Adding an Event Cause** • To add an Event Cause, choose the **Add** button • Enter the new Event Cause in the blank text box. • Choose the **Apply** button to save the new Event Cause **Editing an Event Cause** • To edit an Event Cause, select the event and make the changes in the open text box below the Event Cause list • Choose the **Apply** button to save the changes **Deleting an Event Cause** • To delete an Event Cause, choose the Event Cause to be deleted • Choose **Delete ► Apply** to save the changes **Help:** Pre-set Event Causes within the software can not be deleted from the system.

TAB	DESCRIPTION	ACTION REQUIRED
	False Alarm Identifier The False Alarm Identifier allows the user to identify specific Event Causes as false alarms (refer to the False Alarm Tab in the Miscellaneous Option in *Table 3-11: Account Card Description*)	**False Alarm Identifier** • To activate the False Alarm Identity, choose the Event Type and choose the False Alarm check box. • By choosing again, the False Alarm Identifier is disengaged.

SaMSon Monitor is now ready for daily operations in accordance to the parameters established in SaMSon Central and the hardware configured for central station operations.

3.2.5 Account Number Set-up

An account number is allocated to each customer within SaMSon Monitor and determines the management of the software. The Account Number is a ten/twelve digit number using seperators (-), which consists of the following structure:

RR-LL-AAAAAA-PP

Refer to the following table for a full description of the Account Number and its structure:

Table 3-9: New Account Set-up Description

FIELD	DESCRIPTION
RR	Receiver number configured to system Number can be the original receiver number or a masked number in order to coordinate dual communication systems Two character format using zero (0) if required (refer to *Table 3-5: Receiver Properties Description*)
LL	Line/system in configured to the system Number can be the original line/system number or a masked number in order to coordinate dual communication systems Two character format using zero (0) if required (refer to *Table 3-5: Receiver Properties Description*)
AAAAAG	Address number of end unit Six (6) character format using zero (0) if required A - indicate digits number G - indicates digits number or characters from A to Z
PP	Original Partion number of end unit partiion (area) Two (2) character format using zero (0) if required

3.2.6 Creating a New Customer Account Card

Important:
It is impossible to simultaneously create a New Customer Account Card

To add a new customer to the software, a new account card must be created.

To do so, go to the menu bar and select **Account ► New Account (Ctrl+N)** or choose the New Account Icon in the Shortcut Task Bar.

A New Account Set-up Window will open on the screen (refer to *Figure 3-29: New Account Set-up Window*).

Figure 3-29: New Account Set-up Window

The operator has a choice to either open a new account or use an existing template (refer to *Section 3.2.6.1 Using a Template)*.

Table 3-10: New Account Set-up Window Description provides a brief description of the New Account Set-up Window and the actions required for setting up a new account.

Table 3-10: New Account Set-up Window Description

FIELD	DESCRIPTION	ACTION REQUIRED
Receiver	A list of receiver numbers configured to the system (refer to *Table 3-5: Receiver Properties Description*)	• Select the appropriate receiver number from the pull down menu as defined in SaMSon Central *or* • If the desired receiver number does not appear in the list, enter the hardware's original receiver number (two character format using 0 if requried) • Refer to *Section 3.2.5 Account Number Set-up* for instructions on establishing an Account Number
Line/System	A list of line/system configured to the system (refer to *Table 3-5: Receiver Properties Description*)	• Select the appropriate line/system number from the pull down menu • Refer to *Section 3.2.5 Account Number Set-up* for instructions on establishing an Account Number
Account	The account number that is assigned to the customer	• Add a new number for a new account (total of six numbers with range from 000000 – 999999) • Refer to *Section 3.2.5 Account Number Set-up* for instructions on establishing an Account Number
Partition	Separation of customer's area (if required within the protocol in use)	• Enter the partition number (if applicable)

FIELD	DESCRIPTION	ACTION REQUIRED
Templates	Provides the user the option to choose a template from an existing account in order to clone the system parameters	• Choose the **Template** button in order to view template details (refer to *Section 3.2.6.1 Using a Template*)

To create a new account, choose the correct Receiver from the pull down menu or enter a new number as required.

Choose the correct Line/System from the pull down menu.

Enter a new Account Number and Partition (if applicable) based on the structure explained in *Section 3.2.5 Account Number Set-up*.

Choose the **OK** button and the Edit Account Window will open displaying a blank account ready to receive new account details (refer to *Section 3.2.7 Completing a New Account Card*).

3.2.6.1 Using a Template

SaMSon Monitor uses a pre-set account card as a template for cloning account parameters and using them on a new account.

Alternatively, other customer accounts in the system can be used as a template for cloning and creating a new account.

Choose the **Templates** button and the following window will appear requiring data.

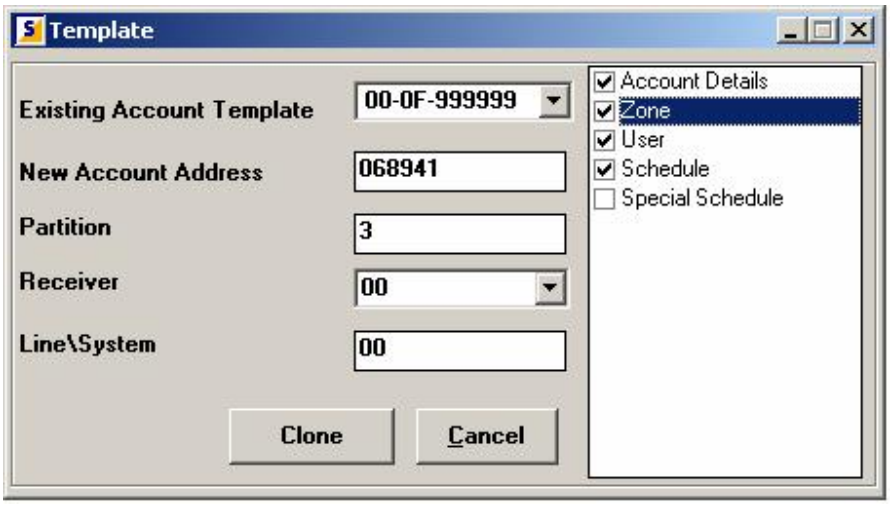


Figure 3-30: Template Window for Adding a New Account

Choose from the Existing Account Template pull down menu to find the number of the account you wish to clone, or select the pre-set Account Number ***00-0F-999999***.

Choose the checkbox of the subject you wish to clone on the right side of the Template Window.

Allocate a New Account Address and Partition (if applicable) based on the structure explained in *Section 3.2.5 Account Number Set-up*.

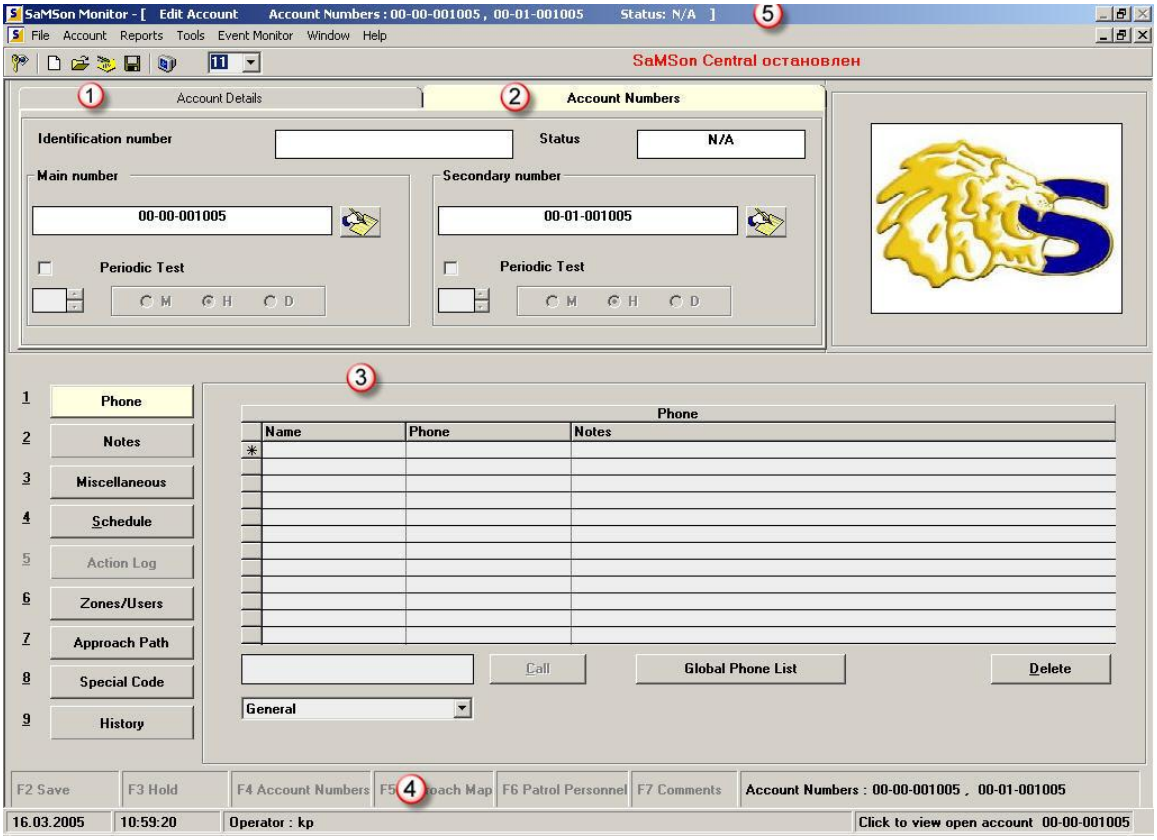
Select the number of the receiver through which the new account is reporting.

Type the Line/System of the receiver system through which the new account is reporting.

Choose the **Clone** button and the Edit Account Window will open displaying a new account card with cloned details or choose **Cancel** to return to the New Account Set-up Window.

3.2.7 Completing a New Account Card

Once a new account card is opened, it is ready for customer details to be added. The account card is divided into three sections (refer to *Figure 3-31: New Account Card Window*).



1.	Account Details
2.	Account Numbers
3.	Account Options
4.	Footer Bar
5.	Header Bar

Figure 3-31: New Account Card Window

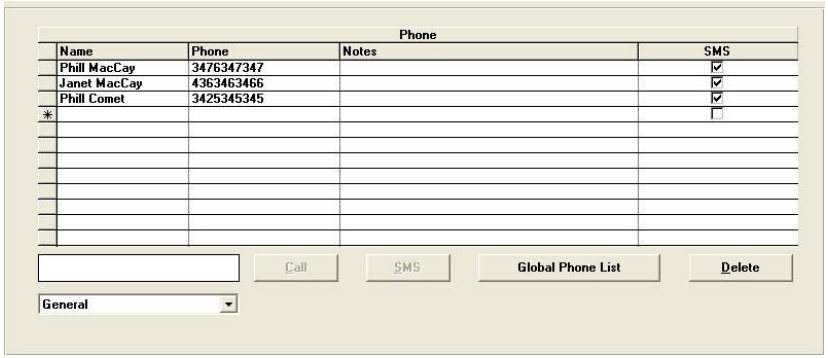
Table 3-11: Account Card Description explains each section and the actions required in order to establish a new customer account card.

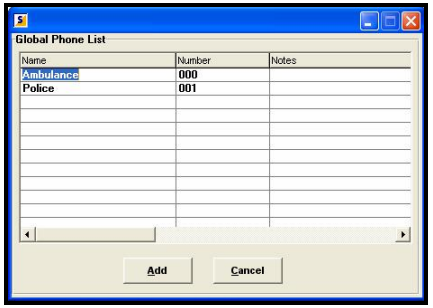
Table 3-11: Account Card Description

FIELD	DESCRIPTION	ACTION REQUIRED
Account Details		
Account	Customer's account number	• Type the appropriate information according to customer details or choose the appropriate selection from the list. **Note:** Details can only be changed when operator is in Edit Account mode.
Type	Type of customer account	
Name	Customer's name	
Main Phone	Customer's main phone number	
Question	A security question asked by the operator to the customer in order to confirm the customer's identity	
Answer	A corresponding response to the security question to confirm customer's identity	
State	Customer's regional location	
City	Customer's city location	
Address	Customer's address	
Classification	Customer's classification	
Periodic Test	Period of time in which SaMSon Monitor will confirm whether any event has been received from the customer. The operator is alerted with a No Test event if no signals were received during this period	• Details can be changed when operator is in Edit Account mode
Account Numbers		
Identification Number	Account Identification number	• Type the appropriate information according to customer details **Note:** Details can only be changed when operator is in Edit Account mode.

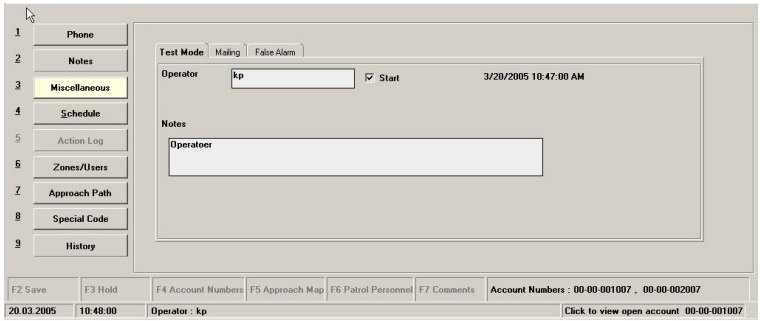
FIELD	DESCRIPTION	ACTION REQUIRED
Status	Current status of the account (Open, Close, Not applicable and Freeze)	
Main Number	Main Number of the account	• Click on the button, and edit your number
Secondary Number	Secondary Number of the account	• Click on the button, and edit or delete your number
Periodic Test	SaMSon software will alert operators if alarm units have not sent a signal in a given time	• Checked the option first, and select Minute (M) or Hour (H) or Day (D), and change the numbers, type the desired number or use the up/down arrows •
Account Options		

FIELD	DESCRIPTION	ACTION REQUIRED
Phone	A list of customer's contact phone numbers which are grouped according to the type of phone number (as defined in the Phone List Type Tab in *Section 3.2.4 General Definitions).* Global software phone numbers (as defined in the Global Phone List Tab in *Section 3.2.4 General Definitions*) can also be added to the customer's contact phone numbers. A **Call** button allows automatic dial-up of customer's phone numbers. The phone number that is selected will appear in the call box. When the **Call** button is pressed, the displayed number is automatically dialed. **Note:** The **Call** button is only active when the operator is in Open Account mode, or when the Operator is processing the account (refer to *Section 0 SaMSon Monitor Event Management)*.	**Adding a New Phone Number** • To add a phone number, select the group under which the phone number is to appear by choosing from the Phone List Type pull down menu located on the left hand side of the window • Choose a blank row with the cursor and a blank row ready for data • Choose from any existing numbers in the pull down menu or add a new phone number and contact details (e.g. person's position, location etc) • The number will now appear in the table according to the type of number that was selected • Operator commences or cancels SMS checkbox by selecting or deselecting the SMS box. This list will appear in the Zone / User SMS list (see

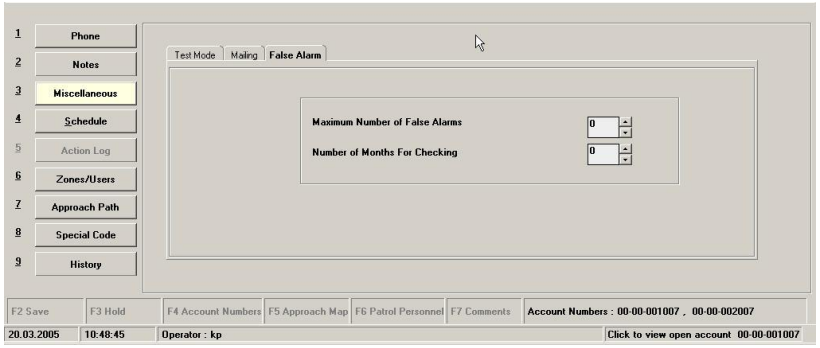
FIELD	DESCRIPTION	ACTION REQUIRED
Phone cont/…	 **Figure 3-32: Phone Window**	*figure 3-46: Zone display SMS list*) **Sending manual SMS message** • To send an SMS to a phone number, highlight the number to be sended and choose the SMS button **Deleting an Existing Phone Number** • To delete a phone number, highlight the number to be deleted and choose the **Delete** button **Important:** When deleting a phone number from the list, it will automaticlly deleted from Zone/User SMS list.

FIELD	DESCRIPTION	ACTION REQUIRED
		Adding a Global Phone Number • Select the group under which the phone number is to appear by choosing from the Phone List Type pull down menu located on the left hand side of the window • Choose the **Global Phone List** button and select the phone number to be added to the customer's account card  Figure 3-33: Global Phone List Window • Choose the **Add** button and the phone number will now appear in the customer's phone number list **Note:** Phone details can only be changed when operator is in Edit Account mode.

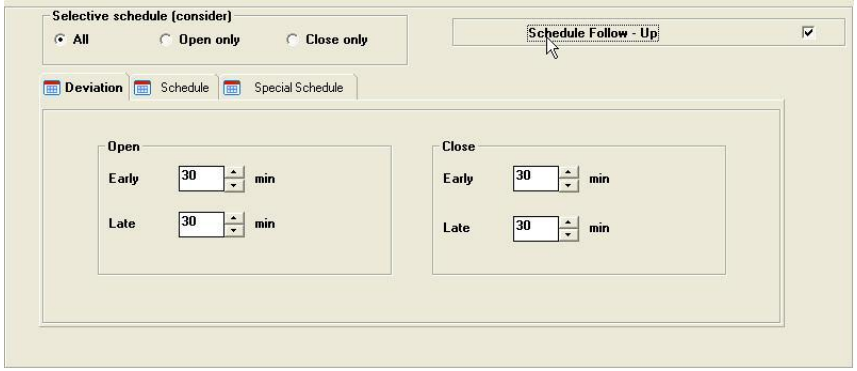
FIELD	DESCRIPTION	ACTION REQUIRED
Notes	A general notes page for communicating operator instructions or special customer requests. **Figure 3-34: Notes Window**	**Entering Text** Choose the field to commence typing. **Help:** Text will not wrap automatically, press Enter to create a new paragraph. Notes can only be changed when operator is in Edit Account mode.

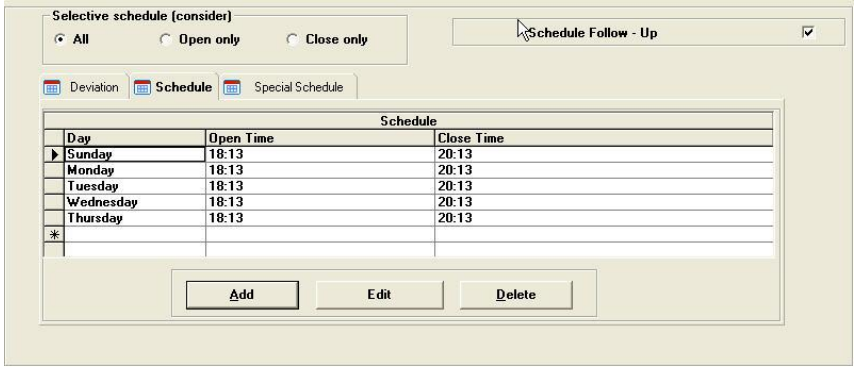
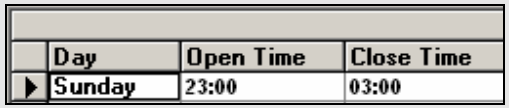
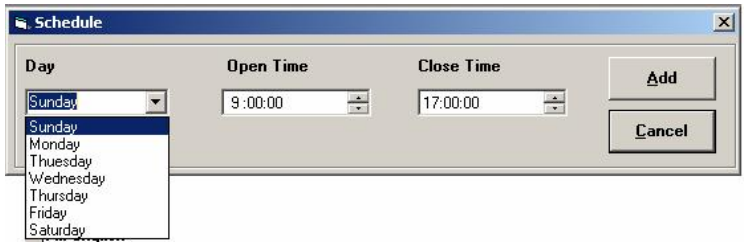
FIELD	DESCRIPTION	ACTION REQUIRED
Miscellaneous	**Test Mode** Test Mode enables technicians to check system functionality without activating actual event code priority; all events will appear in auto-log priority i.e. an event will automatically close (refer to Appendix, *Section 8.5 Internal Event Messages).*  **Figure 3-35: Test Mode Tab in the Miscellaneous Window** **Important:** Test Mode status is automativaly reset after two hours.	**Commencing Test Mode** • Operator commences or cancels Test Mode by selecting or deselecting the **Start** check box • Enter the Operator Name in the Operator text box • Notes can be made in the blank text box for administration purposes **Help:** Test Mode is activated when operator is in Edit or Open Account modes

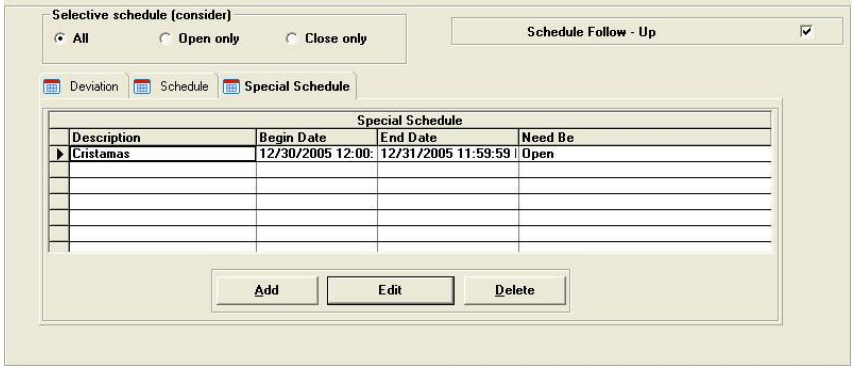
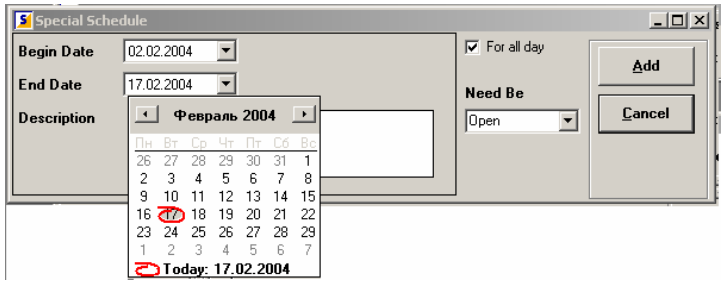
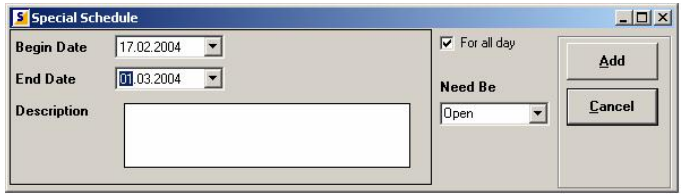
FIELD	DESCRIPTION	ACTION REQUIRED
	Mailing Fields The customer's mailing address for billing/mailing purposes. **Figure 3-36: Mailing Tab in the Miscellaneous Window**	**Adding a Mailing Address** • Type in the customers details in the blank fields **Help:** Mailing Fields can only be changed when operator is in Edit Account mode

FIELD	DESCRIPTION	ACTION REQUIRED
Miscellaneous cont/…	**False Alarm** SaMSon Software enables automatic follow-up of the number of false alarms that are logged by the operator in an account in a period of time. If the number of false alarms exceeds the pre-set amount fo that account, a warning message will appear notifying the operator. If the Number of Months for Checking is set at zero (0), the False Alarm Follow-up is not active. Refer to the Event Cause Tab in *Section 3.2.4 General Definitions* to define which Event Causes will be classed as False Alarms.  **Figure 3-37: Miscellaneous Window**	**Activating False Alarm Follow-up** • Use the scroll bar or type the number of false alarms permissable before alert is sent to the operator. **Help** False Alarm details can only be changed when operator is in Edit Account mode.

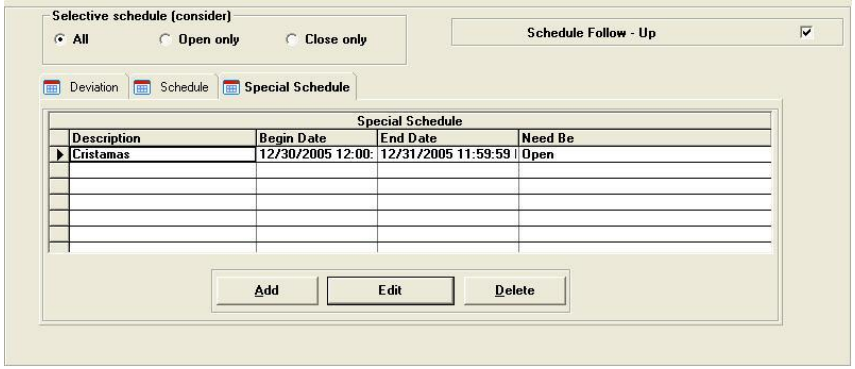
FIELD	DESCRIPTION	ACTION REQUIRED
Schedule **Schedule cont/…**	A choice of regular and exceptional scheduling for day-to-day operations and random occasions. If the customer requires scheduled Open/Close monitoring, it can be activated by the operator. There are three tabs used to create a customer schedule. **Important:** Whenever this operation is activated, it automatically keeps track of the customer's schedule (Early Open/Close, Late Open/Close, Open after Close, Not Yet Open, Not Yet Close) **Warning:** Do not activate this operation if no tracking is required. If this operation is not activated, you are unable to select the tabs described below	**Activating the Schedule Function** • Choose the Schedule Follow-up check box if schedule is required

FIELD	DESCRIPTION	ACTION REQUIRED
Schedule cont/…	**Deviation Tab** The Deviation Tab defines the period of time for early and late deviation of the customer's scheduled Open and Close times.  **Figure 3-38: Deviation Tab in the Schedule Window**	**Setting the Deviation Times** • Choose the number of minutes for deviation using the up/down arrows or type the number of minutes (maximum 120 minutes)

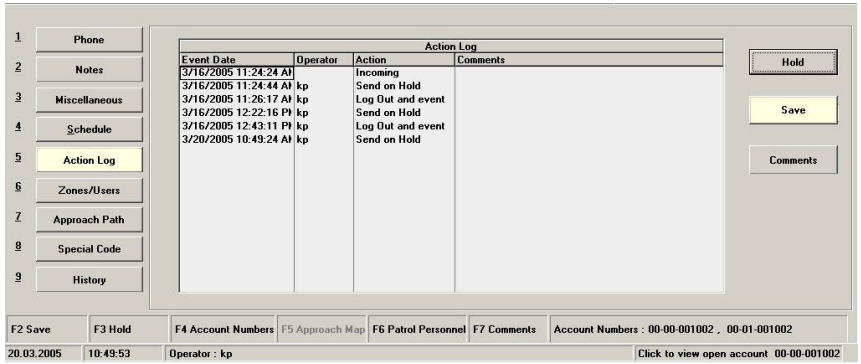
FIELD	DESCRIPTION	ACTION REQUIRED
	Schedule Tab The Scheduled Tab defines the customer's routine operational scheduling.  **Figure 3-39: Schedule Tab in the Schedule Window** **Help:** The Schedule indicates that the property is open Multiple schedule-periods can occur on the same day. Scheduled periods can continue to the following day. Enter the day that the schedule begins. E.g. Sunday 23:00 to 03:00 (Monday) 	**Adding a New Schedule** • Choose the **Add** button and the following Schedule Window will open  Figure 3-40: Schedule Window • Choose the day and Open/Close times from the pull down menu. • Choose the **Add** button to add the new **Deleting a Schedule** • To delete an existing Schedule, select the schedule to be deleted. • Choose the **Delete** **Help:** Schedule details can only be changed when operator is in Edit Account mode

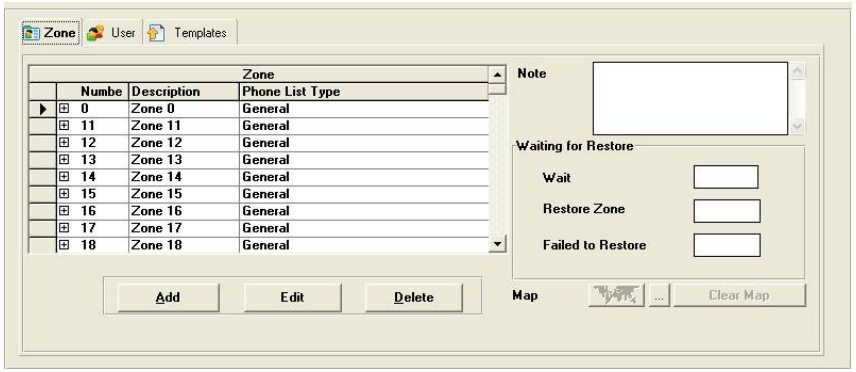
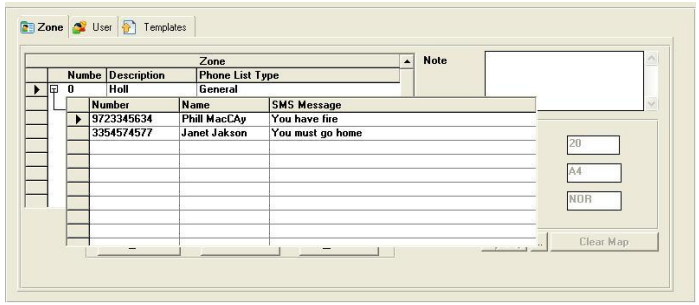
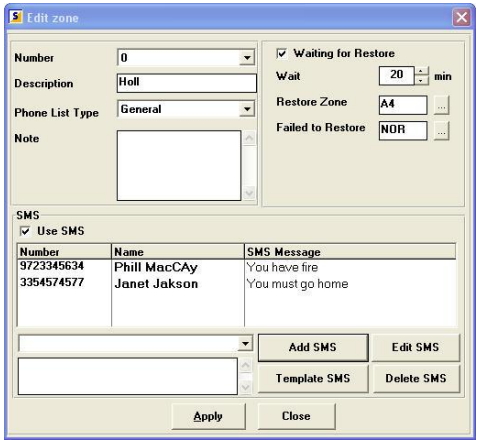
FIELD	DESCRIPTION	ACTION REQUIRED
Schedule cont/…	**Special Schedule Tab** The Special Schedule Tab defines any special schedules for rare occasions that the customer may require.  **Figure 3-41: Special Schedule Tab in the Schedule Window** **Help:** The Special Schedule indicates that the property is open. Multiple special schedule periods can occur on the same day.	**Adding a Special Schedule** • Choose the **Add** button and the following  **Figure 3-42: Special Schedule Window** • Choose the date from the pull down menu and the Begin/End times from the scroll bar menus. • Enter a description of the special schedule. • Choose the **Add** button to add the new special schedule **For All Day Events** • For events that will occur all day, select the For All Day check box  **Figure 3-43: For All Day Events in Special Schedule Window**

FIELD	DESCRIPTION	ACTION REQUIRED
Schedule cont/…		• The Special Schedule For All Day Events Window will open • The Need Be box will activate registering whether the event should be Open or Closed. • Choose the dates from the pull down menu (begin date will commence at 00:00:00 and end date will end at 23:59:59). • Enter a description of the special schedule. • Choose the **Add** button to add the new special schedule **Deleting a Special Schedule** • To delete an existing Special Schedule, select the schedule to be deleted. • Choose the **Delete** button • Schedule details can only be changed when operator is in Edit Account mode

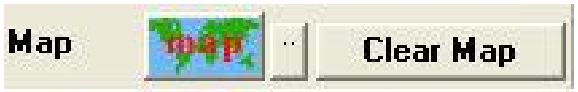
FIELD	DESCRIPTION	ACTION REQUIRED
Schedule cont/…	**Selective Schedule (Consider) Function** The Selective Schedual Function refer to unusual customer's scheduled Open and Close times.  **Figure 3-44: Selective Schedual (Consider) Window** The user can choose either getting internal events for unusual open schedule, unusual close schedule or for unusual close and open.	After choosing the Schedule Follow-Up function, the default for Selective Schedule is **All**, followes after unusual close and open schedule • Choose the **Open only** radio button in order to get internal events for unusual open schedule only • Choose the **Close only** radio button in order to get internal events for unusual close schedule only
	Scheduling Precedence The customer's Schedules and Special Schedules are linked to global SaMSon Monitor Holidays, and are prioritized by importance. If Global Holidays are defined within the General Definitions section of SaMSon Monitor (refer to *Section 3.2.4 General Definitions*) these holidays will take precedence over the customer's normal scheduling. However, if any Special Schedules are defined within the customer's account card, they will receive highest priority over both the regular Open/Close schedule and any Global Holidays.	**Important:** System scheduling precedence ensures that all other times are disregarded and the Special Schedule time is observed.

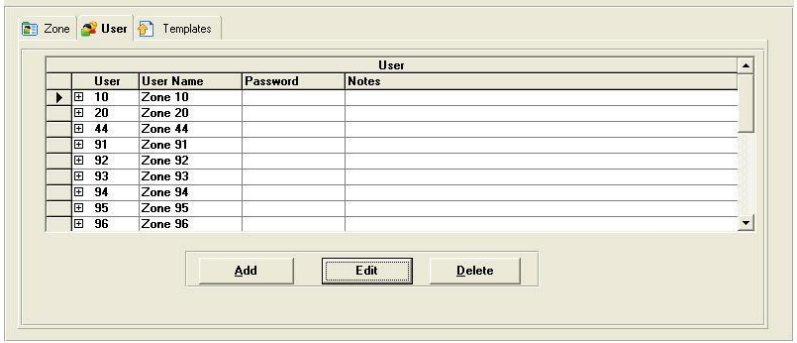
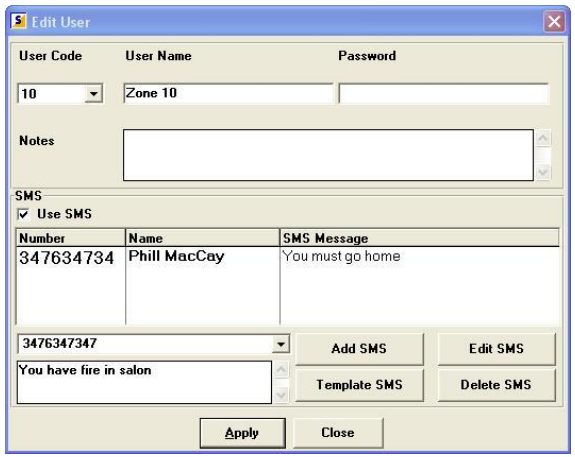
FIELD	DESCRIPTION	ACTION REQUIRED
	Daily Software Schedule Preparation At the time 00:00 each day, Samson Central automatically builds a new schedule for each customer considering the following: • Daily Schedules defined within the customer's account • Global Holidays defined within SaMSon Monitor's General Definitions • Special Schedules defined within the customer's account • Open/Close events related to the customer's account that were received one day prior to, or following, the current date • Open/Close events received one day prior to the current date, which were not processed	**Help:** Overlaps of Open/Close events or schedules within the account are automatically calculated considering the scheduling precedence. A new schedule is built and influences the customer's Open/Close procedures for the day.

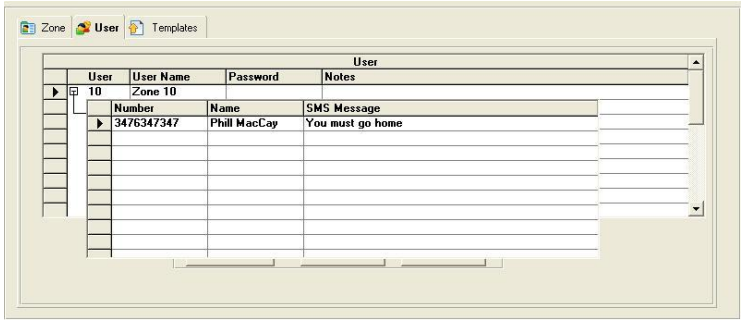
FIELD	DESCRIPTION	ACTION REQUIRED
Action Log	A log of system actions or manual actions taken by the operator when processing the event. Refer to *Section 4.3.5 Processing an Event* for a full description on processing an event.  **Figure 3-45: Action Log Window**	• Action Log can only be changed when operator is in Processing Account mode

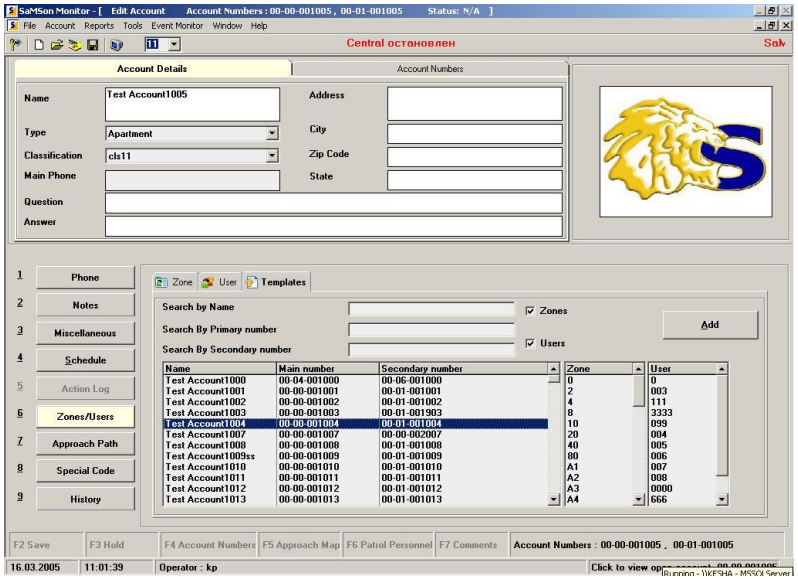
FIELD	DESCRIPTION	ACTION REQUIRED
Zone/Users	The Zones/User window is divided into three main sections according to zone or user or templates. **Zone Details** The Zone Tab displays details of zones within the customer's property.  **Figure 3-46: Zone Tab in Zone/User Window** In order to see the phone numbers and SMS mesaages related to this zone, click the + sign and see all.  **Figure 3-47:Zone SMS display list**	**Adding a New Zone** • Choose the Add button to add new data • The Zone window is displayed  Figure 3-48: Zone Window • Enter the zone details in the blank fields • Operator commences or cancels SMS checkbox by selecting or deselecting the Use SMS box • Select the phone number from the pull down menu. The operator has a choice to either write a new message or use an existing template • Choose the **Add SMS** button to add the message • Choose the **Apply** button to continue • Choose the **Close** button to return to the Zone tab

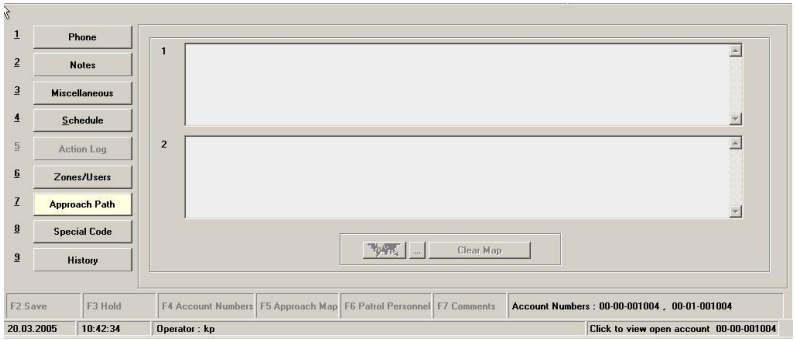
FIELD	DESCRIPTION	ACTION REQUIRED
Zone/Users cont/…	**Important:** Open/Close codes must be defined only in "Users " All others codes must be defined in "Zones". It is not exist in the special code table, it should be defined according to system defenition codes, else, it should be defines according to special codes table. **Waiting for Restore Function** A Waiting for Restore function is accessible from the Zone Tab. If SaMSon does not receive an alarm restore in the set period of time, a Failed to Restore event occurs within the software in order to notify the operator that the alarm is still active. **Important:** This function only applies to Event Types classed as Alarm and Alarm Restore. Alarm events to be restored must be of the Alarm type, and Restore events must be of the Alarm Restore type	**Important:** If the zone number is between 0 and 9, enter only one character For example: 5 (**not** 05) **Help:** Only accessible when operator is in Edit Account mode **Deleting a Zone** • Choose the Zone to be deleted • Choose the Delete button **Editing a Zone** • Choose the zone to be edited by clicking to the left of the relevant row • Choose the **Edit** button to make the required changes • The Zone window is displayed (refer to *Figure 3-48: Zone Window*) • In order to make zone changes, open the pull down box and choose the zone from the list • Choose the **Apply** button to continue • Choose the **Close** button to return to the Zone tab **Activating the Restore Function** • Choose the Zone to be defined as Waiting for Restore • Select the **Edit** button • The Zone window is displayed (refer to refer to *Figure 3-48: Zone Window*) • Select the **Waiting for Restore** box • Enter the waiting period in minutes (maximum 120 minutes) • Choose the Zone Number from which the Restore will

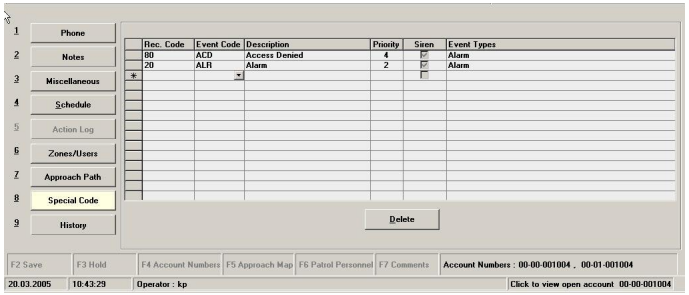
FIELD	DESCRIPTION	ACTION REQUIRED
Zone/Users cont/…	**Graphics** You can add a graphic for each zone from the Zone Tab.  Figure 3-49: Zone Graphic	**Adding Graphics to a Zone** • Choose the zone to which the graphic is to be added by clicking to the left of the relevant row • Click the small button to the right of the **Map** button. • Choose the appropriate graphic in the Open window and click on the **Open** button • The **Map** button is enabled (appears in color) • Click the box to the right of the **Map** button again to choose a different graphic **Viewing the Graphic** • Choose the zone to which the graphic is to be added by clicking to the left of the relevant row • Click the **Map** button. **Deleting the Graphic** • Click the **Clear Map** button to the right of the **Map** button • The graphic is detached from the zone and the **Map** button is disabled

FIELD	DESCRIPTION	ACTION REQUIRED
Zone/Users cont/…	User Details Displays details of users who have access to the property.  Figure 3-50: User Tab in Zone/User Window • In order to see the phone numbers and SMS mesaages related to this user, click the + sign and see all. (see figure 3-50)	**Adding a New User** • Choose the Add button to add new data • The User window is displayed  Figure 3-52: User Window • Enter the user details in the blank fields • Operator commences or cancels SMS checkbox by selecting or deselecting the Use SMS box • Select the phone number from the pull down menu. The operator has a choice to either write a new message or use an existing template • Choose the **Add SMS** button to add the message

FIELD	DESCRIPTION	ACTION REQUIRED
	•  Figure 3-51: User SMS display list	• Choose the **Apply** button to continue • Choose the **Close** button to return to the User tab **Important:** If the user number is between 0 and 9, enter only one character For example: 5 (**not** 05) **Help:** Only accessible when operator is in Edit Account mode **Editing a User** • Choose the user to be edited by clicking to the left of the relevant row • Choose the **Edit** button to make the required changes • The User window is displayed (refer to *Figure 3-48: Zone Window*) • In order to make user changes, open the pull down box and choose the user from the list • Choose the **Apply** button to continue • Choose the **Close** button to return to the User tab **Deleting a User** • Choose the User to be deleted • Choose the **Delete** button

FIELD	DESCRIPTION	ACTION REQUIRED
Zone/Users Templates	**Templates** When adding / changing an account card, you can drag users zones from existing template in the system.  **Figure 3-53:Template Tab in Zone/User Window**	**Adding a Template** Searching a template in the system can be done by: 1. Scrolling the list (you can sort the list by clicking on the header tab). 2. Search by name by typing in the text box 3. Search by primary number by typing in the text box. 4. Search by secondary number by typing in the text box When the desired template is choosen , its zone and user details will appear in the columns Check the User box and the Zone box in order to choose the data to drag from the template.
Approach Path	Instructions on approach and navigation of property. This feature is used for communications between central station and patrol personnel.	**Adding a New Approach Path** • Enter Approach Path details in the open text box

FIELD	DESCRIPTION	ACTION REQUIRED
	 **Figure 3-54: Approach Path Window** Click the MAP button in order to nevegate to the Account Area. Clicking the F5 key will open the Approch MAP . This F5 option is valid only in the Processing Account Card.	**Help:** Only accessible when operator is in Edit Account mode • Click the small button to the right of the **Map** button. • Choose the appropriate graphic in the Open window and click on the **Open** button • The **Map** button is enabled (appears in color) • Click the box to the right of the **Map** button again to choose a different graphic **Viewing the Graphic** • Choose the zone to which the graphic is to be added by clicking to the left of the relevant row • Click the **Map** button. **Deleting the Graphic** • Click the **Clear Map** button to the right of the **Map** button • The graphic is detached from the zone and the **Map** button is disabled

FIELD	DESCRIPTION	ACTION REQUIRED
Special Code	Customers may require special Event Codes depending on the hardware in use or the type of property. The **Special Code** button is used for defining special codes as requested by the customer. Using pre-set software event codes, exceptions are made according to customer needs.  **Figure 3-55: Special Codes Window**	**Adding a New Special Code** • Enter the Received Code that requires a special Event Code assigned to it • Choose the Event Code from the pull down menu. Corresponding description, priority and siren activation will appear according to what is defined within SaMSon Central **Important:** If the correct Event Codes does not appear in the list refer to *Section 3.1.3 Adding and Editing Event Codes* for instructions on adding a new event code **Help:** Only accessible when operator is in Edit Account mode **Deleting a Special Code** • Select the Special Code to be deleted • Choose the **Delete** button and choose **Apply** button to save the changes

History

History

An Operator can choose the History button in order to customers one month back history with its Action Log.

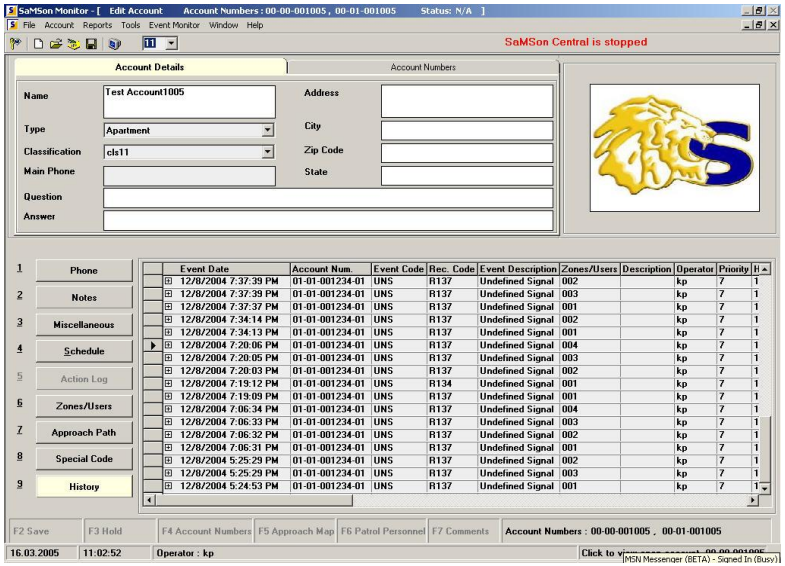
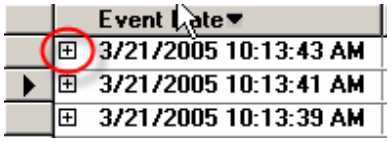


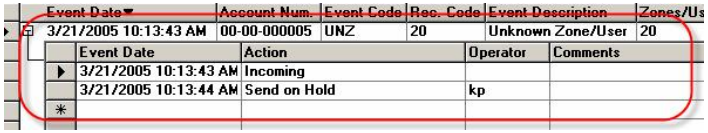
Figure 3-56: History Window

Click the **History** button, and wait few seconds while the software is loading the data.

In order to see the event action log, click the + sign.



The Event Action Log is open



To complete a new customer account card, enter data in all the required fields according to the instructions provided in the Account Card Description Table.

Once fields are filled and the Customer Account Card is completed, check that all information is correct. Any of the fields can be changed at any time by choosing the appropriate box and replacing or deleting the data.

3.2.7.1 Closing and Saving Account Card Details

Choose the **Save** button in the Task Bar or choose from the **Accoun**t menu **Save Account** . The software will ask you if you wish to save the account card.

Choose **Yes** to save the changes or choose **No** to return to the Customer Account Card without saving changes.

Select the **Close** button located in the upper right-hand corner or choose from the **File** menu **Close Account** (refer to *Figure 3-57: Closing the Account*).

Figure 3-57: Closing the Account

The software will ask you again to confirm that you wish to save the account card.

Choose the **Yes** button to save the changes, choose the **No** button to return to the Event Monitoring Window without saving changes or choose the **Cancel** button to return to the Customer Account Card.

Help:

Once the Edit Account Window is closed, the Events Monitoring Window will automatically maximize to original size on the screen.

The Events Monitoring Window can also be maximized at any time while editing a Customer Account Card by using the Events Monitoring icon in the Shortcut Task Bar and minimized again by clicking in the right hand corner (refer to *Figure 3-58: Minimizing the Event Monitoring Window*)

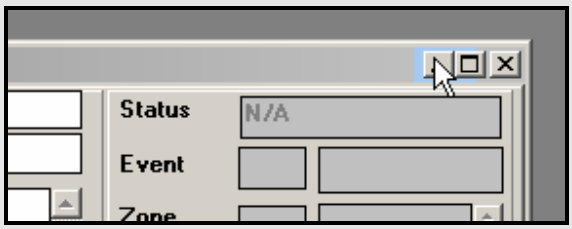


Figure 3-58: Minimizing the Event Monitoring Window

3.2.8 Editing an Account

To edit an existing account and customer details, go to the menu bar and select **Account ► Edit Account (Ctrl+F3)** or choose the Edit Account Icon in the Shortcut Task Bar. Refer to *Table 3-11: Account Card Description* for a full description on adding, deleting and editing account details.

Refer to *Section 3.2.7.1 Closing and Saving Account Card Details* for instructions on saving editions to the Customer Account Card.

3.2.9 Disabling an Account

If an account is no longer needed, it can be disabled. The account number is then released and ready to be used again for a new account. The disabled account is not deleted from the system but is stored and can be accessed later if necessary by generating a report (refer to *Section 5.2.5 Reporting*).

To disable an account, go to the Menu Bar and choose **Account ► Disable Account (Ctrl+W)** or use the Disable Account Icon in the Shortcut Task Bar.

The following Disable Account Window will appear displaying the account to be disabled:

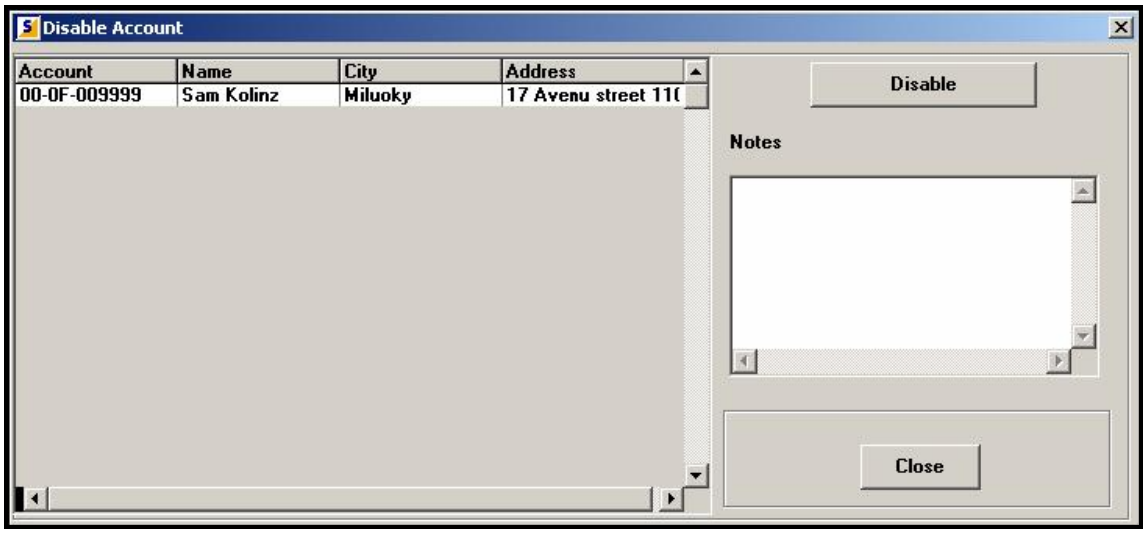


Figure 3-59: Disable Account Window

Select the account and choose the **Disable** button.

The software will ask you if you are sure.

Choose **Yes** to disable the account or choose **No** to return to the Disable Account Window.

Choose the **Close** button to close the Disable Account Window and return to the Event Monitoring Window.

Once the account is disabled, the old details can only be viewed in Reports (refer to *Section 5.2.5 Reporting* for full details).

3.2.10 Freezing an Account

If existing accounts must remain in the system but inactive for a period, these account are frozen and reactivated at any time.

To freeze an account, go to the Menu Bar and choose **Account ► Freeze Account (Ctrl+F).**

The following Freeze Account Window will appear displaying the account to be frozen:

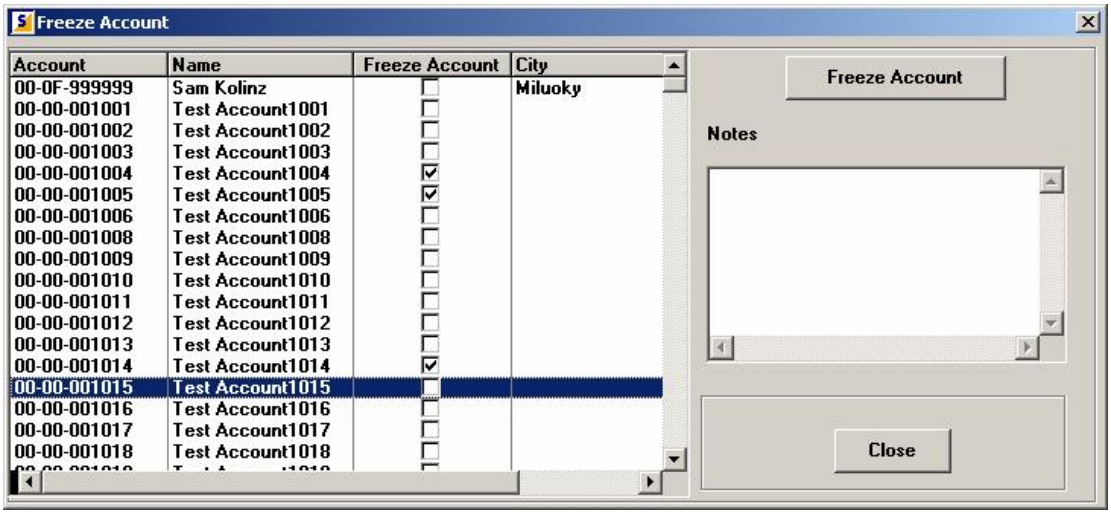


Figure 3-60: Freeze Account Window

Select the account and choose the **Freeze Account** button.

The software will ask you if you are sure.

Choose **Yes** to freeze the account or choose **No** to return to the Freeze Account Window.

Choose the **Close** button to close the Freeze Account Window and return to the Event Monitoring Window.

All events received from this account become low priority and the status of the account will appear as frozen (refer to Appendix, *Section 8.5 Internal Event* Messages).

The user can un-freeze the account by re-entering the Freeze Account Window and selecting the account. The **Freeze** button will now appear as an **Un-Freeze** button.

Choose the **Un-freeze** button.

The software will ask you if you are sure.

Choose **Yes** to un-freeze the account or choose **No** to return to the Freeze Account Window.

Choose the **Close** button to close the Freeze Account Window and return to the Event Monitoring Window.

The account will return to normal status.

3.2.11 Finalizing Set-up Procedures for SaMSon Monitor

Before completing SaMSon Monitor Set-up, a brief system check is recommended to ensure that the following are in order:

- **P** All users within SaMSon Central and SaMSon Monitor are correctly defined and the appropriate user level and functions assigned.
- **P** All general definitions are defined according to central station requirements.
- **P** All customer account cards are created for all existing customers
- **P** Events received from SaMSon Central are visible on the Incoming Events Section of the Event Monitoring Window.

If all parameters have been entered correctly, SaMSon Monitor is ready for daily operations.

3.2.12 Exiting SaMSon Monitor

To exit SaMSon Monitor, choose **File ► Exit (Ctrl+E).**

The software will ask you to confirm Exit, choose the **Yes** button to continue Exiting or choose the **No** button to return to the software.

Warning:

SaMSon Monitor must remain operating at all times to display incoming emergency and system events.

If SaMSon Monitor is closed, new events will not be viewed by central station personnel.

4 Daily Operations

The following SaMSon Security Monitoring Software instructions allow central station administrators and operators an easy and rapid means of processing security events and handling customer accounts.

4.1 SaMSon Central

Once SaMSon Central is installed and parameters defined, the software will operate without any intervention from central station administrators. Some parameters may occasionally need changing depending on the removal or addition of new receiving equipment or event codes (refer to *Section 3 Set-up Procedures*).

If require, You can perform a Reset of Operator's Log in (refer to *Section 5.1.1 Reset of Operator's Log in)*

Daily log files are available for tracking communication/system errors and events (refer to *Section 5.1.2 Daily Log File*).

4.2 SaMSon Monitor

SaMSon Monitor software is operational once general definitions and user access are established within SaMSon Monitor. All incoming emergency, maintenance and system events will appear in the Incoming Events section within the Events Central Window. Details of the event including account number, name, priority, and arrival time are displayed. A counter indicates the number of events in the Incoming Events Section at any given time (refer to *Figure 4-1: Incoming Events Counter on the Events Central Window*).

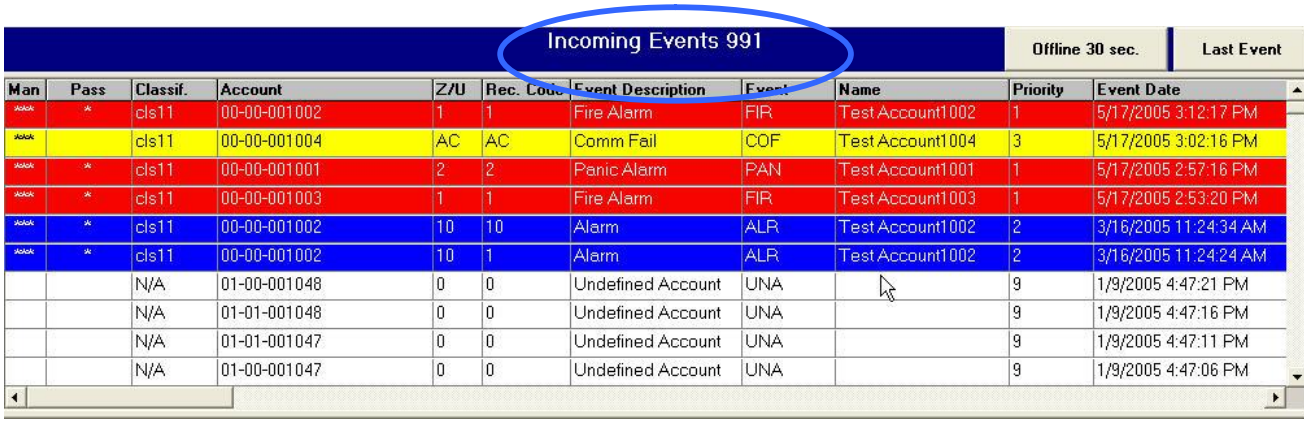

Incoming Events 991
Offline 30 sec.
Last Event
Man
Pass
Classif.
Account
Z/U
Rec. Code
Event Description
Event
Name
Priority
Event Date
cls11 00-00-001002 1 1 Fire Alarm FIR Test Account1002 1 5/17/2005 3:12:17 PM
cls11 00-00-001004 AC AC Comm Fail COF Test Account1004 3 5/17/2005 3:02:16 PM
cls11 00-00-001001 2 2 Panic Alarm PAN Test Account1001 1 5/17/2005 2:57:16 PM
cls11 00-00-001003 1 1 Fire Alarm FIR Test Account1003 1 5/17/2005 2:53:20 PM
cls11 00-00-001002 10 10 Alarm ALR Test Account1002 2 3/16/2005 11:24:34 AM
cls11 00-00-001002 10 1 Alarm ALR Test Account1002 2 3/16/2005 11:24:24 AM
N/A 01-00-001048 0 0 Undefined Account UNA 9 1/9/2005 4:47:21 PM
N/A 01-01-001048 0 0 Undefined Account UNA 9 1/9/2005 4:47:16 PM
N/A 01-01-001047 0 0 Undefined Account UNA 9 1/9/2005 4:47:11 PM
N/A 01-00-001047 0 0 Undefined Account UNA 9 1/9/2005 4:47:06 PM

Figure 4-1: Incoming Events Counter on the Events Central Window

Central station operators can login to the software and commence opening and viewing customer accounts, and monitoring and responding to system and customer events.

4.2.1 Commencing Operations

When an operator commences work within SaMSon Monitor, they must ensure that the software is open and operational. If SaMSon is closed, refer to *Section 3.2.1 Login* to open the SaMSon Monitor software.

4.2.2 Change of Operator Duty

If an Operator finishes their rostered duty and a new Operator commences on the same workstation, the second Operator must log in to the software following the instructions below.

To Log in to SaMSon Central, choose **File ► Log in (Ctrl+L)** in the Event Monitoring Window

The following Log in Window will appear requiring User Name and Password.

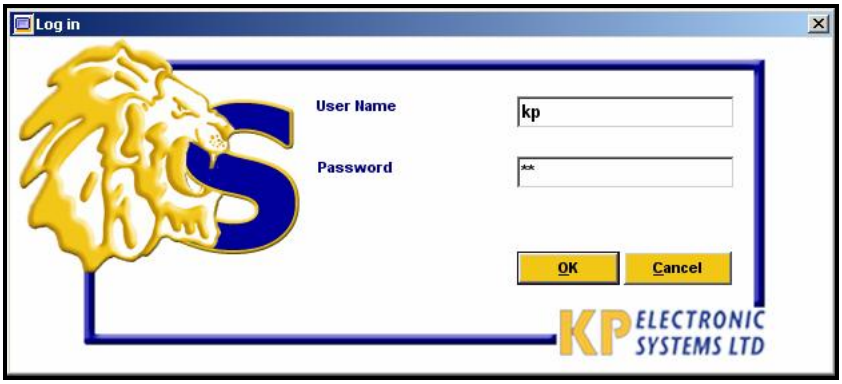


Figure 4-2: Login Window

Important:
Login is case sensitive.

The new Operator can now commence working with the software according to the Operator Permission Level and access assigned to them.

Any event that was in process by the first Operator will automatically move to incoming messeges, and it will appear with pass sign (***)

4.3 SaMSon Monitor Account Management

4.3.1 Opening an Existing Customer Account Card

To view an existing account card and customer details, go to the menu bar and select **Account ► Open Account (Ctrl+O)** or choose the Open Account Icon in the Shortcut Task Bar.

The Events Monitoring Window will minimize and an Open Account Window will open on the screen requesting information in order to locate the account (refer to *Figure 4-3: Open Account Window*).

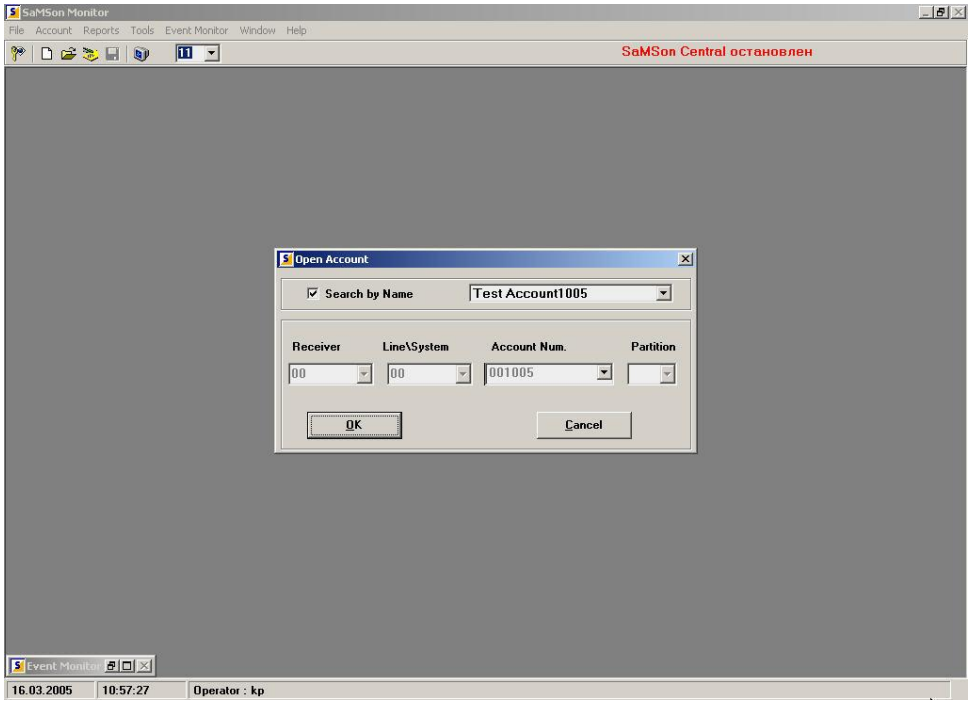


Figure 4-3: Open Account Window

Mark **Search by Name** in order select an account choose an account details from the list. you can either select the Receiver or Line/Systemor Account Number and Partition (if applicable).

Choose the **OK** button and the corresponding account will appear on the screen.

Once an existing account card is open, Customer Details can be viewed and only the Test Mode function can be modified. Refer to *Table 3-11: Account Card Description* for a full description.

Note:

When the operator opens an account, Test Mode in the Miscellaneous Option is the only function that can be modified in Open Account mode.

All other Customer Details can only be changed within the Edit Account mode.

4.3.1.1 Closing and Saving Account Card Details

Select the **Close** button located in the upper right-hand corner or choose from the **File** menu **Close Account** . (refer to *Figure 4-4: Closing the Account*).

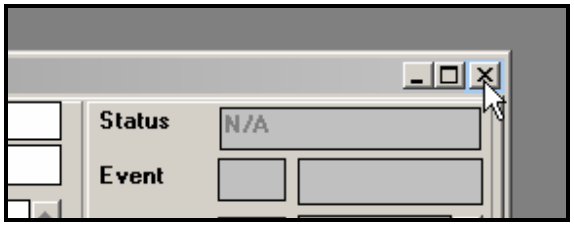


Figure 4-4: Closing the Account

The software will ask you again to confirm that you wish to save the account card.

Choose the **Yes** button to save, choose the **No** button to return to the Event Monitoring Window without saving details, or choose the **Cancel** button to return to the Edit Customer Account Window to change customer details again.

Help:

Once the Edit Account Window is closed, the Events Monitoring Window will automatically maximize to original size on the screen.

The Events Monitoring Window can also be maximized at any time by using the Events Monitoring icon in the Shortcut Task Bar and minimized again by clicking in the right hand corner (refer to *Figure 4-5: Minimizing the Event Monitoring Window*)

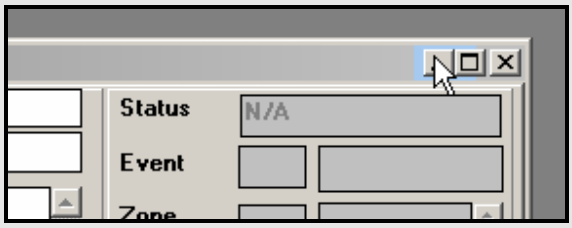


Figure 4-5: Minimizing the Event Monitoring Window

4.3.2 Changing Account Status

The status of the account (Open or Close) can be manually changed by the operator if it appears different from the real situation.

To change an account status, go to the Menu Bar and choose **Account ► Change Status (Ctrl+H)**.

The following Change Status Window appears displaying events whose status requires changing:

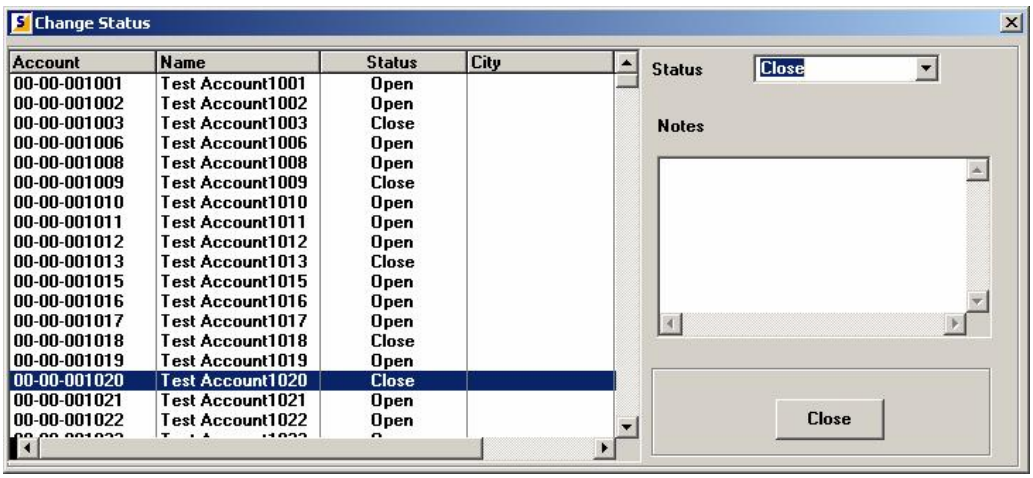


Figure 4-6: Change Status Window

Choose the account whose status is to be changed.

Choose the status from the pull down menu.

The software will ask you if you are sure.

Choose **Yes** to change the status of the account or choose **No** to return to the Change Status Window.

The Manual Close/Open event will appear in the Incoming Section of the Event Monitoring Window (refer to Appendix, *Section 8.5 Internal Event Messages)*.

4.3.3 Un-Restored Events (Manual Restore)

If any un-restored events are appear in SaMSon, the operator can manually restore them.

To manually restore an event, go to the Menu Bar and choose **Account ► Un-restored Events (Ctrl+X).**

The following Un-restored Events Window appears displaying events that remain un-restored within SaMSon:

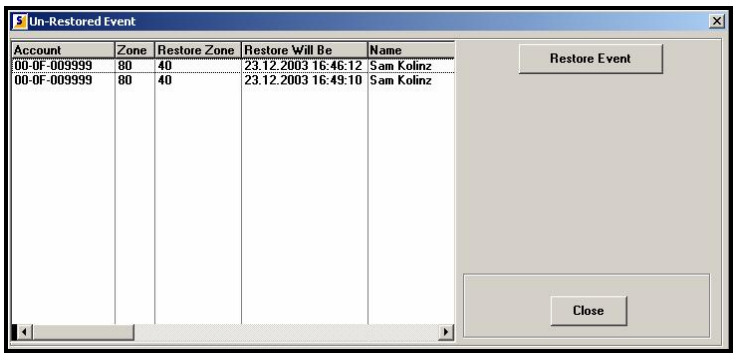


Figure 4-7: Un-Restored Event Window

Below is a brief description of the Un-Restored Events Window.

Table 4-1: Un-restored Events Window Description

FIELD	DESCRIPTION
Account	Customer account number
Zone	Zone number waiting for corresponding restore
Restore Zone	Expected corresponding restore zone
Restore Will Be	Time that restore is expected according to time defined in Waiting for Restore function within the customer's account card
Name	Customer's name
City	Customer's city location
Address	Customer's address

Choose the un-restored account and zone to be manually restored.

Choose the **Restore Event** button and the event will be removed from the list.

Choose the **Close** button to close the Un-restore Event Window and return to the Event Monitoring Window.

The Manual Restore event will appear in the Incoming Section of the Event Monitoring Window.

SaMSon Monitor Event Management

4.3.4 Receiving an Event

Once SaMSon Monitor is operating, emergency, system and maintenance events appear in the Incoming Events section of the Event Monitoring Window (refer to *Figure 4-8: Event Monitoring Window with Events*).

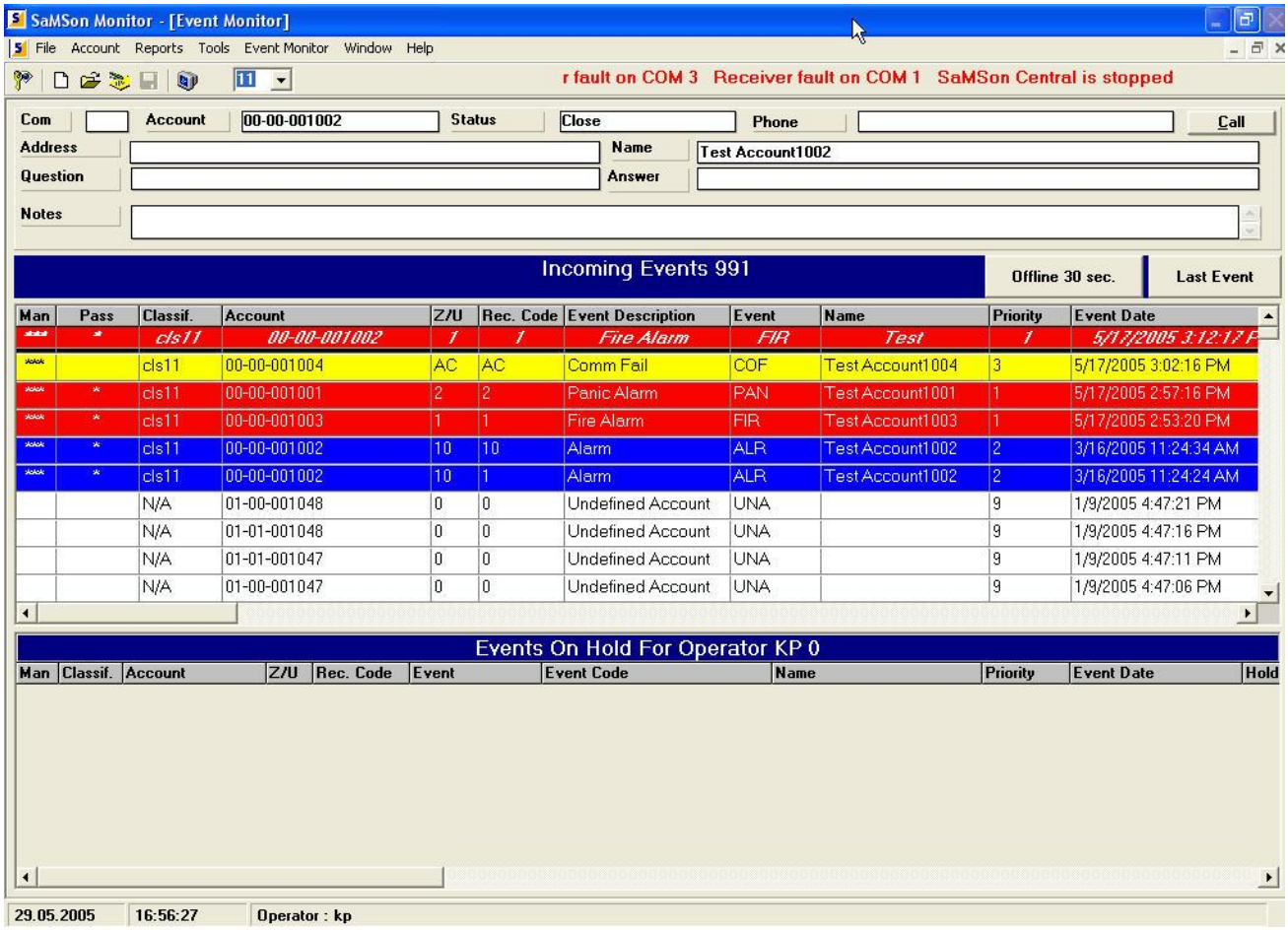

SaMSon Monitor - [Event Monitor]
File Account Reports Tools Event Monitor Window Help
r fault on COM 3 Receiver fault on COM 1 SaMSon Central is stopped
Com Account 00-00-001002 Status Close Phone Call
Address Name Test Account1002
Question Answer
Notes
Incoming Events 991
Offline 30 sec.
Last Event
Man Pass Classif. Account Z/U Rec. Code Event Description Event Name Priority Event Date
cls11 00-00-001002 1 1 Fire Alarm FIR Test 1 5/17/2005 3:12:17 P
cls11 00-00-001004 AC AC Comm Fail COF Test Account1004 3 5/17/2005 3:02:16 PM
cls11 00-00-001001 2 2 Panic Alarm PAN Test Account1001 1 5/17/2005 2:57:16 PM
cls11 00-00-001003 1 1 Fire Alarm FIR Test Account1003 1 5/17/2005 2:53:20 PM
cls11 00-00-001002 10 10 Alarm ALR Test Account1002 2 3/16/2005 11:24:34 AM
cls11 00-00-001002 10 1 Alarm ALR Test Account1002 2 3/16/2005 11:24:24 AM
N/A 01-00-001048 0 0 Undefined Account UNA 9 1/9/2005 4:47:21 PM
N/A 01-01-001048 0 0 Undefined Account UNA 9 1/9/2005 4:47:16 PM
N/A 01-01-001047 0 0 Undefined Account UNA 9 1/9/2005 4:47:11 PM
N/A 01-00-001047 0 0 Undefined Account UNA 9 1/9/2005 4:47:06 PM
Events On Hold For Operator KP 0
Man Classif. Account Z/U Rec. Code Event Event Code Name Priority Event Date Hold
29.05.2005 16:56:27 Operator : kp

Figure 4-8: Event Monitoring Window with Events

These events require a response from the operator and will continue to be received until they are processed.

For each new event received, a color-coded indicator blinks, notifying the operator. The color indicates the priority of the event according to the priorities set in *Section 3.1.3*

Adding and Editing Event Codes and the colour code set in *Table 3-8: General Definitions Window Description*.

If an event received contains a siren defined within the Event Code, the siren will commence sounding (refer to *Section 3.1.3 Adding and Editing Event Codes)*.

A chosen event, with high priority , which was not closed, will blink on the Incoming Events Monitor.

4.3.4.1 Deactivating the New Event Indicator

The indicator will disappear from the screen by clicking on it. It will appear again, if the event is received again.

4.3.4.2 Deactivating the Audio Siren

To stop the siren from sounding, press the **F10** on the keyboard.

To deactivate the siren for a particular Event Code refer to *Section 3.1.3.2 Editing an Event*.

4.3.4.3 Switching Screens

To switch to Incoming Events screen press F11 and F12 to switchto Events on Hold screen

4.3.5 Processing an Event

Once an event is received in the Incoming Events Section of the Event Monitoring Window, the operator can open the corresponding account card in Processing Account mode, in order to commence processing the event (refer to *Figure 4-10: Process Account Window*).

In opening the event, a copy display of the event automatically appears in the Events on Hold for Operator Section of the Event Monitoring Window. Now the event can only be processed from the Events on Hold Section and only by the operator who chose the event, and is logged into that workstation.

Incoming Events 991 | Offline 30 sec. | Last Event

Man	Pass	Classif.	Account	Z/U	Rec. Code	Event Description	Event	Name	Priority	Event Date
	*	cls11	00-00-001002	1	1	Fire Alarm	FIR	Test Account1002	1	5/17/2005 3:12:17 PM
		cls11	00-00-001004	AC	AC	Comm Fail	COF	Test Account1004	3	5/17/2005 3:02:16 PM
	*	cls11	00-00-001001	2	2	Panic Alarm	PAN	Test Account1001	1	5/17/2005 2:57:16 PM
	*	cls11	00-00-001003	1	1	Fire Alarm	FIR	Test Account1003	1	5/17/2005 2:53:20 PM
	*	cls11	00-00-001002	10	10	Alarm	ALR	Test Account1002	2	3/16/2005 11:24:34 AM
	*	cls11	00-00-001002	10	1	Alarm	ALR	Test Account1002	2	3/16/2005 11:24:24 AM
		N/A	01-00-001048	0	0	Undefined Account	UNA		9	1/9/2005 4:47:21 PM
		N/A	01-01-001048	0	0	Undefined Account	UNA		9	1/9/2005 4:47:16 PM
		N/A	01-01-001047	0	0	Undefined Account	UNA		9	1/9/2005 4:47:11 PM
		N/A	01-00-001047	0	0	Undefined Account	UNA		9	1/9/2005 4:47:06 PM

Figure 4-9: Events on Hold Section in the Event Monitoring Window Displaying Events on Hold

Afterwards, if any other events related to the same account are received in the Incoming Events Section (during the same period), a copy display of these events will also appear in the Events on Hold Section. Additionally, these events can only be processed in the Events on Hold Section and only by the operator who chose the event and is logged into that workstation

Help:

Events can be exchanged from one operator to another by using the Event Exchange function (refer to *Section 5.2.2 Event Exchange*).

Once the event is open, the operator can access customer account details, place the event on hold for later processing, provide comments regarding any actions taken, or save and close the event. When the account card is opened, any attempt to close the account will initiate a response from SaMSon Monitor prompting the user to Hold or Save the event.

To commence processing the event, double click on the event row in the Incoming Event Section of the Event Monitoring Window.

The Event Monitoring Window minimizes and the corresponding Customer Account Card opens in Process Account mode and displays all information concerning the customer including their location, contact numbers, schedules and response instructions (refer to *Figure 4-10: Process Account Window*).

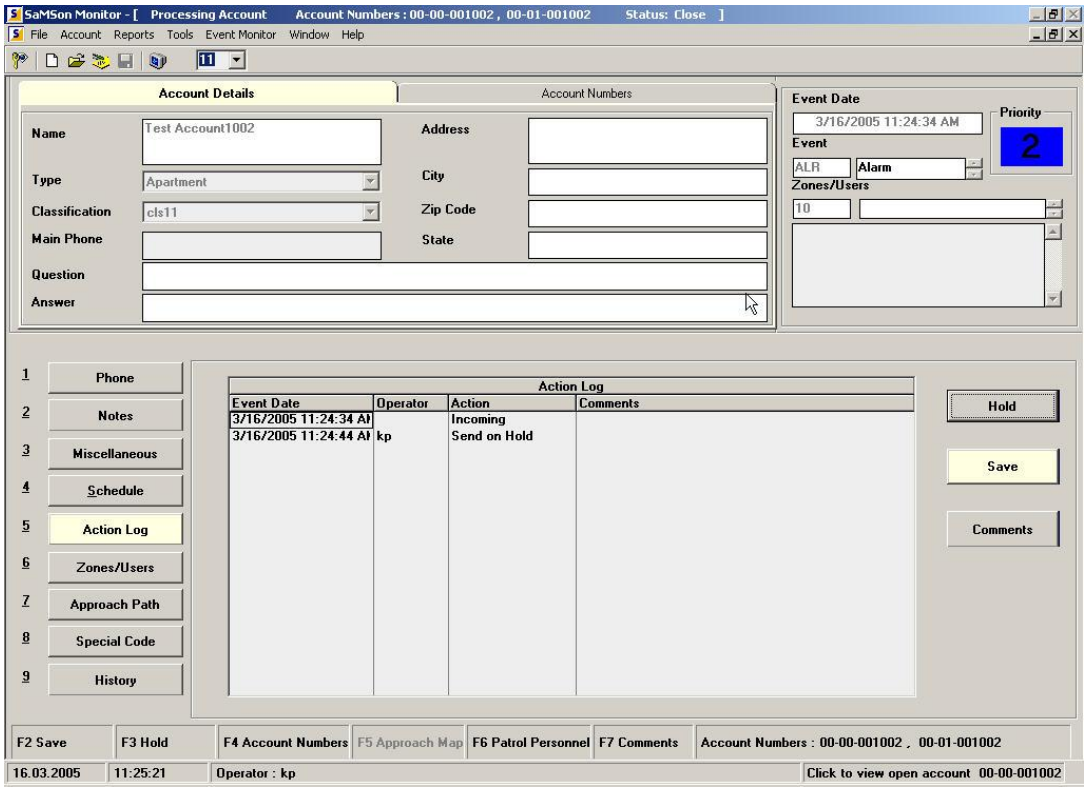


Figure 4-10: Process Account Window

The Action Log details are displayed within the card. Other details can be viewed by choosing any of the buttons on the left hand side. If the operator wishes to return to the Action Log at any time, choose the **F4** button on the keyboard or choose the **Action Log** button on the left hand side.

4.3.5.1 Event Details

Priority Numberappears on the screen with its priority color.

Zone / User description, number and notes, also appear in the upper part of the screen.

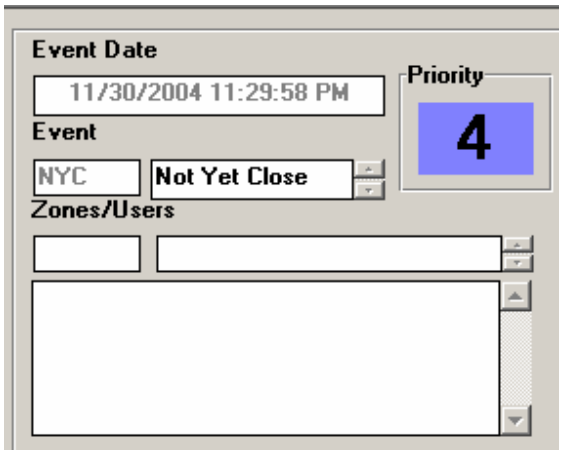


Figure 4-11: Event Details

There is an option to move from Account Details to Account Numbers and vice versa with the F4 key.

The details will appear in the Account Card status bar, and in the screen header.

4.3.5.2 Adding Comments

When the Customer Account Card is open, an Action Log appears displaying system and/or operator actions for that event.

If you wish to add further comments or wish to provide a brief summary of the actions taken for that event, you can choose the **Comments** button or choose the **F7** button on your keyboard.

The following Comments Window will appear.

Figure 4-12: Comments Window

Selecting one of the actionsprovides a brief explanation of the action taken for that event.

If the appropriate action does not appear in the list, click in the upper text box and freeely add comments.

Choose the **OK** button and the new action and comments will appear in the Action Log of the Comments Window.

.

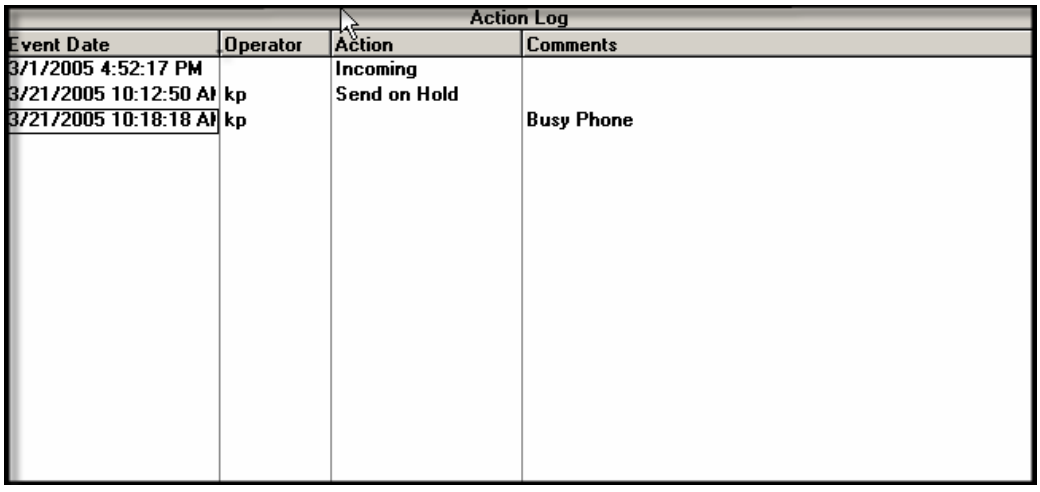


Figure 4-13: Action Displayed in the Action Log Window

4.3.5.3 Logging Patrol Personnel

If the operator dispatches a patrol person in response to an event, the person's identity can be recorded within the Action Log for that event.

Choose the **F6** button on the keyboard and the following window will appear:

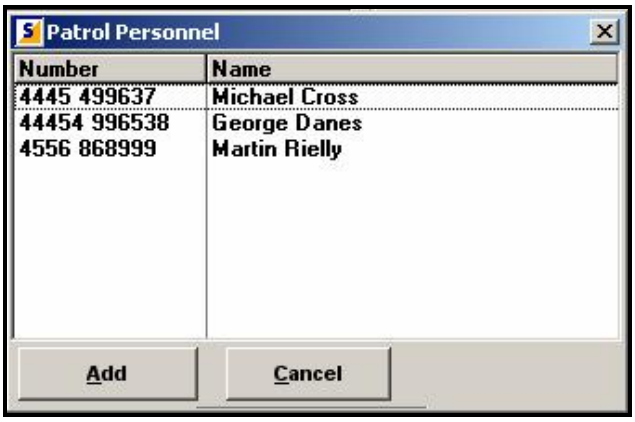


Figure 4-14: Action Displayed in the Action Log Window

Select the Patrol Person's name from the list and choose the **Add** button.

If the person does not appear in the list, refer to to *Section 3.2.4 General Definitions* for instructions on adding new Patrol Personnel.

Once a patrol person has been added, their number will appear in the Action Log of the Customer's Account Card.

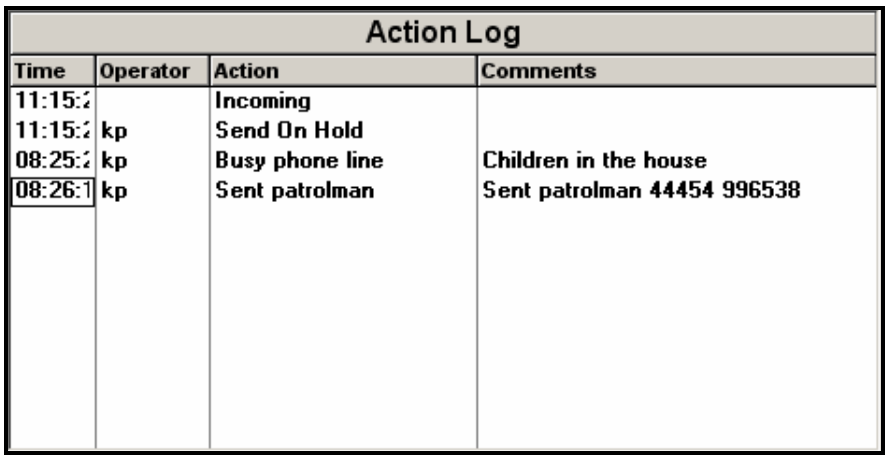


Figure 4-15: Patrol Person Displayed in the Action Log Window

4.3.5.4 Accessing Customer Phone Details

If the operator needs to contact the customer at any stage during the course of processing the event, the Operator can choose the **Phone** button on the left hand side of the Customer Account Card, or choose the **F5** button on the keyboard.

4.3.5.5 Accessing Other Customer Details

If the operator needs to acces any othe information within the Customers Account Card they can choose the buttons on the left hand side.

4.3.5.6 Placing an Event on Hold

Once an event is opened, it can be placed on Hold during the course of processing. The event will remain on hold until such time the Operator completes the processing.

To place an event on hold, choose the **Hold** button on the Customer Account Card or choose the **F3** button on your keyboard.

The customer account card automatically closes and the Event Monitoring Window maximizes to full screen.

Within the Incoming Events section, the event now appears with the operator's User Name in the Operator Column and the event appears on hold within the Events on Hold Section.

The event can be accessed again for processing by double-clicking on the event row within the Events on Hold Section.

4.3.5.7 Saving the Event

When a response is made to an event, the event is then saved and closed for administration purposes and reporting.

To do so, choose the **Save** button in the Action Log section of the Customer Account, or choose the **F2** button on your keyboard.

The following window will appear:

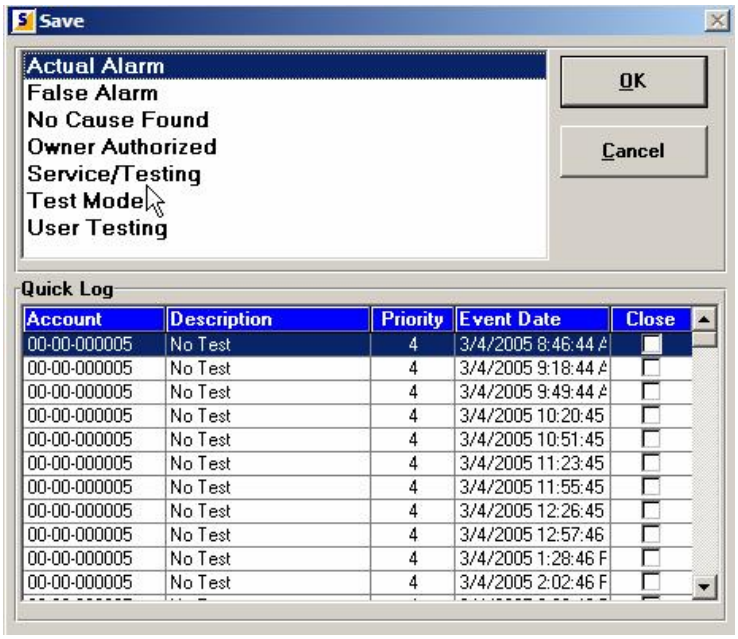


Figure 4-16: Save Window

Choose the Event Cause from the scroll down menu to provide a brief explanation why the event occurred.

Choose the **OK** button to close the Save Window and return to the Event Monitoring Window, or choose the **Cancel** button to return to the Customer Account.

Help:

If an appropriate Event Cause does not appear in the pull down menu refer to *Table 3-8: General Definitions Window Description* for instructions on adding a new Event Cause.

The event is now categorised according to its Event Cause and can be viewed in the **History** button within the Customer's Account Card.

Saving Events in Quick Log: Within the Save Window, a Quick Log of any other open events for the customer's account are also displayed.

These events can be saved and closed using the same Event Cause as the current event in processing.

Choose the Close check boxes and select the Event Cause from the scroll down menu if not already selected.

Choose the **OK** button to close the Save Window. An attention message will appear. Click **OK** to return to the Event Monitoring Window, or choose the **Cancel** button to return to the Customer Account Card.

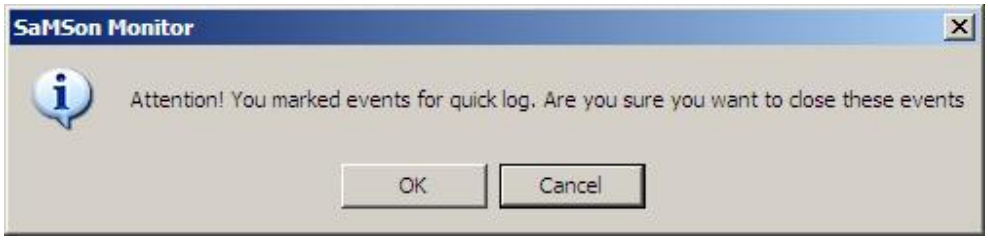


Figure 4-17: Quick Log Message

The events selected are now categorised according to the Event Cause and can be viewed in the **History** button within the Customer's Account Card.

Important:

Quick Log events are saved and closed without any Operator actions recorded in them. Only system actions will appear.

5 Administration and Maintenance Activities

SaMSon Security Monitoring software is equipped with a number of administration and maintenance activities for record keeping and account management.

5.1 SaMSon Central

5.1.1 Reset of Operator's Log in

If the operator's User Name is blocked in SaMSon Monitor, it can be released from SaMSon Central.

Go to **SaMSon Central ►Tools ► Reset of Operator's Log in**

The Reset of Operator's Log in window is displayed.

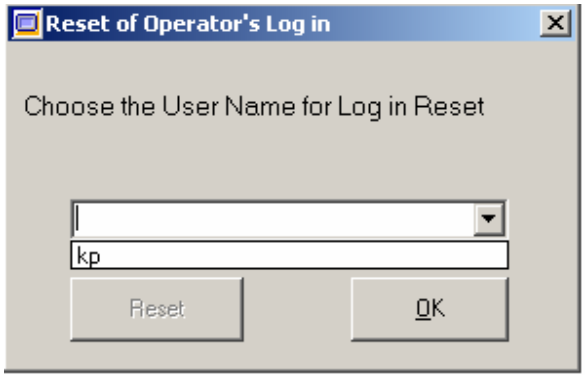


Figure 5-1: Reset of Operator's Log in Window

Choose the operator to be released from the pull-down list of blocked operators.

Click the **Reset** button and then the **OK** button to return to SaMSon Central.

You can now log in to SaMSon Monitor with the release User name.

Warning:

Do not enter the system in parallel more than once with the same User Name

5.1.2 Daily Log File

A daily log file is available in SaMSon Central in order to view and save daily communication activities and events.

Go to **SaMSon Central ►Tools ► View Daily Log Files**

Following is an example of a daily log file from an operational system.

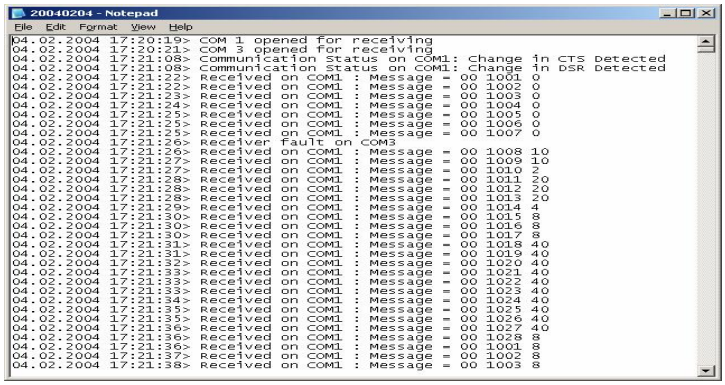

20040204 - Notepad
File Edit Format View Help
04.02.2004 17:20:19> COM 1 opened for receiving
04.02.2004 17:20:21> COM 3 opened for receiving
04.02.2004 17:21:08> Communication Status on COM1: Change in CTS Detected
04.02.2004 17:21:08> Communication Status on COM1: Change in DSR Detected
04.02.2004 17:21:22> Received on COM1 : Message = 00 1001 0
04.02.2004 17:21:22> Received on COM1 : Message = 00 1002 0
04.02.2004 17:21:23> Received on COM1 : Message = 00 1003 0
04.02.2004 17:21:24> Received on COM1 : Message = 00 1004 0
04.02.2004 17:21:25> Received on COM1 : Message = 00 1005 0
04.02.2004 17:21:25> Received on COM1 : Message = 00 1006 0
04.02.2004 17:21:25> Received on COM1 : Message = 00 1007 0
04.02.2004 17:21:26> Receiver fault on COM3
04.02.2004 17:21:26> Received on COM1 : Message = 00 1008 10
04.02.2004 17:21:27> Received on COM1 : Message = 00 1009 10
04.02.2004 17:21:27> Received on COM1 : Message = 00 1010 2
04.02.2004 17:21:28> Received on COM1 : Message = 00 1011 20
04.02.2004 17:21:28> Received on COM1 : Message = 00 1012 20
04.02.2004 17:21:28> Received on COM1 : Message = 00 1013 20
04.02.2004 17:21:29> Received on COM1 : Message = 00 1014 4
04.02.2004 17:21:30> Received on COM1 : Message = 00 1015 8
04.02.2004 17:21:30> Received on COM1 : Message = 00 1016 8
04.02.2004 17:21:30> Received on COM1 : Message = 00 1017 8
04.02.2004 17:21:31> Received on COM1 : Message = 00 1018 40
04.02.2004 17:21:31> Received on COM1 : Message = 00 1019 40
04.02.2004 17:21:32> Received on COM1 : Message = 00 1020 40
04.02.2004 17:21:33> Received on COM1 : Message = 00 1021 40
04.02.2004 17:21:33> Received on COM1 : Message = 00 1022 40
04.02.2004 17:21:33> Received on COM1 : Message = 00 1023 40
04.02.2004 17:21:34> Received on COM1 : Message = 00 1024 40
04.02.2004 17:21:35> Received on COM1 : Message = 00 1025 40
04.02.2004 17:21:35> Received on COM1 : Message = 00 1026 40
04.02.2004 17:21:36> Received on COM1 : Message = 00 1027 40
04.02.2004 17:21:36> Received on COM1 : Message = 00 1028 8
04.02.2004 17:21:36> Received on COM1 : Message = 00 1001 8
04.02.2004 17:21:37> Received on COM1 : Message = 00 1002 8
04.02.2004 17:21:38> Received on COM1 : Message = 00 1003 8

Figure 5-2: Example Log File

The log displays all the information that is viewed in SaMSon Central's Message Window.

The daily log file will automatically delete sixty days after its initial creation. Each daily log can be printed or saved to disk prior to automatic deletion.

To view, save or print the log file, choose **Tools ► View Daily Log (Ctrl+F)**

Use the save and print functions according to Microsoft Notepad®.

5.1.3 Help

SaMSon Central is equipped with software Help and system information.

To view assistance for selected topics choose **Help ► Contents.**

For further information about SaMSon Central choose **Help ► About (Ctrl+A)**.

Choose the **OK** button to return to SaMSon Central's Message Window or choose the **Sys Info** button to view system information.

5.1.4 Exiting Samson Central

To exit SaMSon Central, choose **File ► Exit (Ctrl+E).**

Warning:

SaMSon Central must remain open at all times to maintain ongoing communications between the receiver hardware and SaMSon Monitor.

If SaMSon Central is closed, new events will not be received by SaMSon Monitor.

5.2 SaMSon Monitor

SaMSon Monitor includes a number of tools that enable efficient central station administration and management.

5.2.1 Technical Data

Technical data can be recorded and referred to for system and equipment maintenance.

To record technical data related to the system go to the Menu Bar and choose **Tools ► Technical Data (Ctrl+T)**.

The Technical Data Window will appear on the screen (refer to *Figure 5-3: Technical Data Window*).

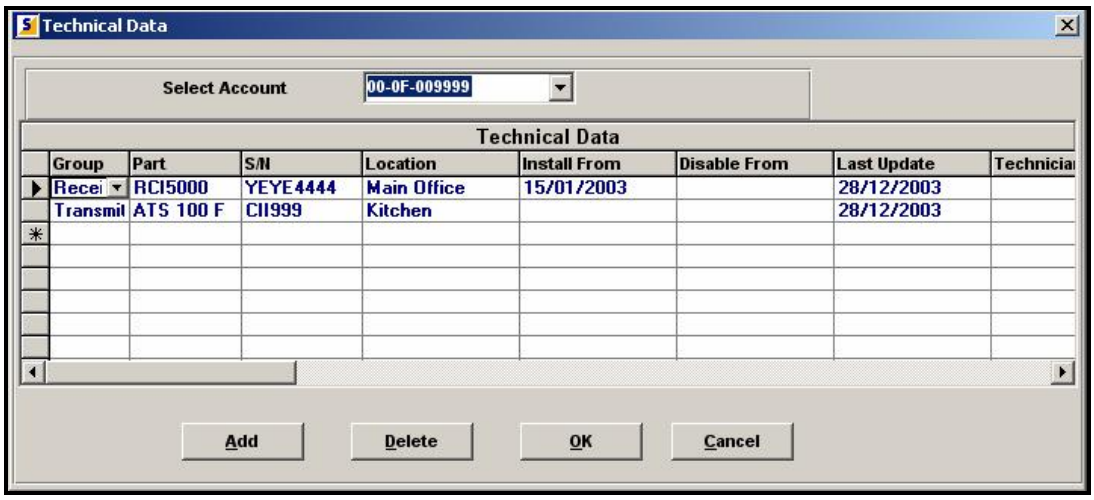


Figure 5-3: Technical Data Window

Following is description of the Technical Data Window.

Table 5-1: Technical Data Window Description

FIELD	DESCRIPTION	ACTION REQUIRED
Select Account	Customer account	• Select from list in pull down menu
Group	Equipment group	• Select from list in pull down menu. Equipment group can be added in Equipment Tab (refer to *Section 3.2.4 General Definitions*)
Part	Equipment part	• Automatically appears when Equipment Group is selected
S/N	Serial number of the equipment	• Type data in open text box

FIELD	DESCRIPTION	ACTION REQUIRED
Location	Installation location of the equipment	• Type data in open text box
Install From	Date equipment was installed	• Type date in open text box in date format (dd/mm/yyyy)
Disable From	Date equipment was disabled	• Type date in open text box in date format (dd/mm/yyyy)
Last Update	Date additions or changes are made.	• Automatically inserts current date
Technician Name	Name of the technician working on the equipment.	• Type data in open text box
Notes	Any additional notes	• Type data in open text box

5.2.1.1 *Adding and Editing Technical Data*

To add details within a customer account, select the account from the pull down menu.

Choose the **Add** button.

A new row will appear with empty fields ready for new data.

Choose the correct group from the pull down menu. The corresponding part will also be added.

Enter the serial number, location, installation date or disable date. The date for Last Update will automatically update to the current date.

Enter the Technicians Name details and any notes as required.

Choose the **OK** button to save the new details and close the Technical Data Window or choose the **Cancel** button to return to Event Monitoring Window without saving the details.

Details can be modified at any time by selecting the field and replacing the existing data.

5.2.1.2 Deleting Technical Data

To delete existing details within a customer account, click on the row to be deleted.

Choose **Delete ►OK** to delete, save and close the Technical Data Window.

5.2.2 Event Exchange

Events can be exchanged between operators, as required.

5.2.2.1 SaMSon Monitor Remains Open

Operators Working on the Same Workstation - If an operator leaves a workstation and still possesses any unprocessed events, they will automatically transfer to the new operator logged in to that workstation (refer to *Section 4.2.2 Change of Operator Duty).*

Operators Working on a Different Workstation - If an operator possesses any unprocessed events they can be transferred to another operator on another workstation.

To exchange events, choose **File ► Events Exchange**

The following window will appear:

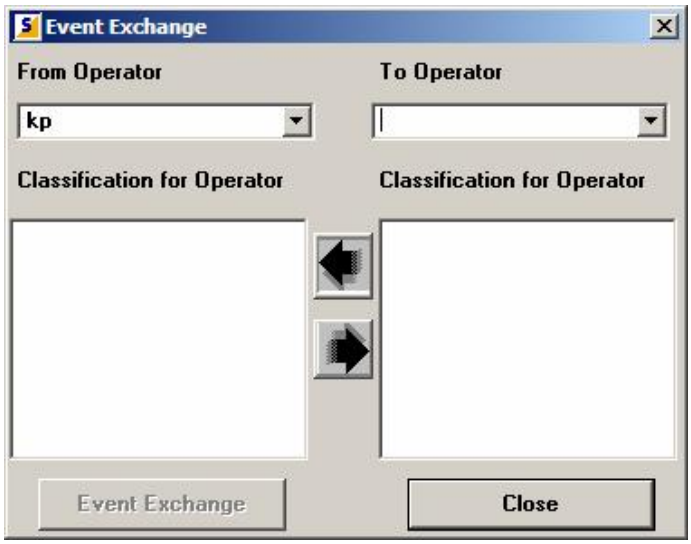


Figure 5-4: Events Exchange Window

Choose the current operator's User Name from the pull down menu labeled **From Operator**.

Choose the new operator's User Name from the pull down menu labeled **To Operator**.

Only operators with the same classification will appear in this list.

Classification is deleted / transferd by clicking the arrows, or double click on the classification.

Choose the **Events Exchange** button to complete the exchange of events on hold, from one operator to another.

5.2.2.2 SaMSon is Closed and Re-opened

If an operator possesses any events on hold, and SaMSon is Closed, once SaMSon is re-opened the events will reappear under the original operator's login.

A new operator can login and retrieve the events that are on hold by using the Event Exchange function.

5.2.3 Manual Event

SaMSon Monitor is equipped with a manual event function that allows the central station operator to manually generate an event for testing and simulation purposes.

To manually generate an event, choose **Event Monitor ► Manual Event**

The following Manual Event Window will appear:

Figure 5-5: Manual Event Window

Mark **Search by Name** in order to select an account or choose by account details from the list

Select the, Received Code and Zone/Users (if applicable, depending on the protocol in use) from the pull down menu.

Choose the **Send** button.

The simulated message will appear in the Incoming Events Section or will appear in the Events on Hold for Operator Section (if other events have already occurred and are on hold for the same account).

A three-star (***) sign in the Man. column indicates that the event is a manual event.

5.2.4 Manual Dialing and sending SMS

SaMSon Monitor is equipped with a manual dialing function that allows the central station operator to manually dial a number as required.

To manually dial a phone number, choose **Tools ► Manual Dialing and sending SMS (Ctrl+D)**

The following Dial Window will appear:

Figure 5-6: Dial Window

Dial the phone number required and choose the **Call** button. If you want to send SMS message, choose the **Send SMS** button.

The following Send SMS to number Window will appear:

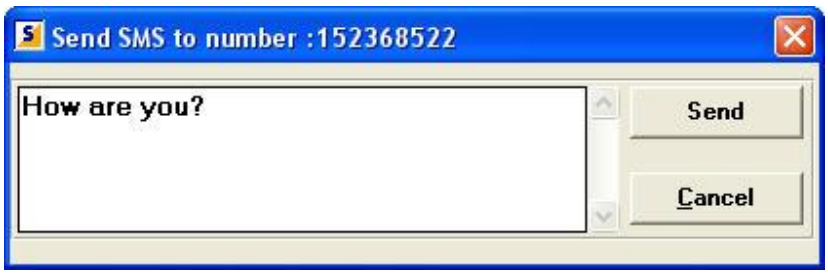


Figure 5-7: Send SMS to number window

Choose the Send button to send the message.

Once dial-up has commenced, choose the **Talk** button and lift the phone receiver.

5.2.5 Reporting

SaMSon Monitor is capable of generating a number of reports for system, event and administration purposes. Reports can be customized according to specific central station requirements.

To view and generate reports, choose the **Reports** button on the Menu Bar or go to **Start ► Programs ► KP Electronic Systems ► SaMSon Monitor ► SaMSon Reports**

Help:
You will be required to Log in to SaMSon Monitor if you are not already logged in to the software

Two options are available:

- **Reports Generator –** enables the user to customize reports according to the desired information
- **Reports Viewer -** a view icon appears in the right hand corner for viewing Reports

5.2.5.1 Reports Generator

When choosing the Reports Generator, the following window will appear:

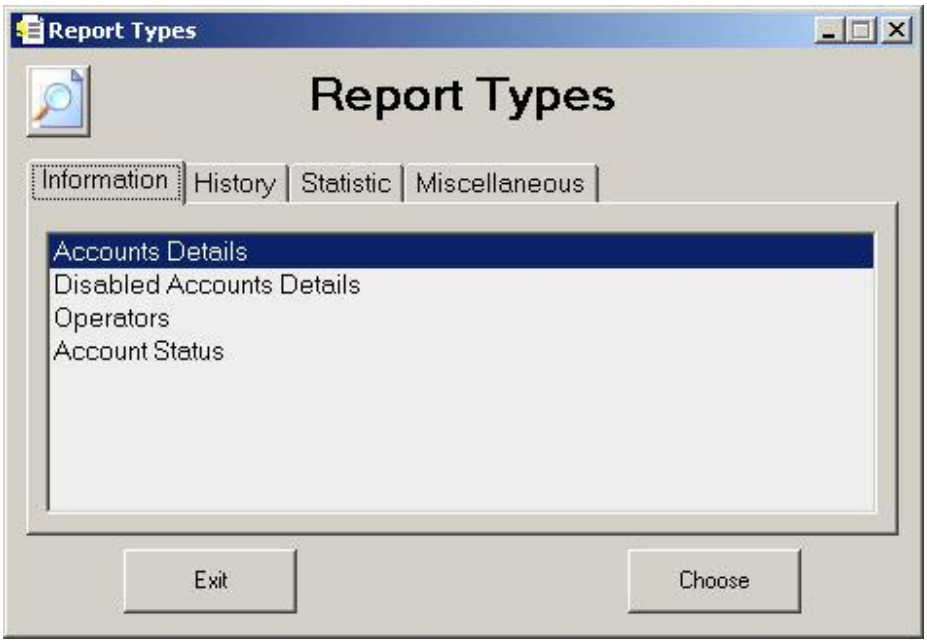
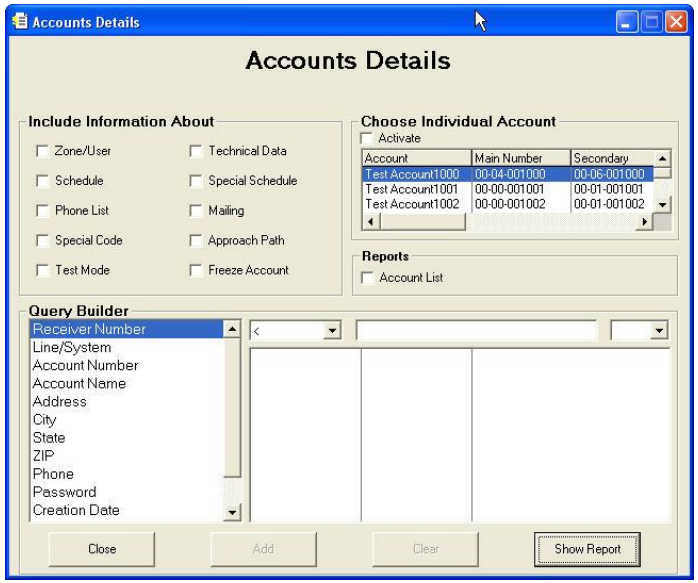


Figure 5-8: Report Types Window

Following is a description of each report type and the actions required.

Table 5-2: Report Type Description

REPORT TYPE	DESCRIPTION	ACTION REQUIRED
Information Tab		
Account Details	Reports are generated according to customer account details. Reports can be generated for all customer accounts within the database, or by a specific customer account.  **Figure 5-9: Account Details Report**	**Selecting Account Information to be Viewed** • Select the check box(es) corresponding to the information that you wish to appear in the report • Select the Account List check box in order to get a report with Account name, Main number and Secondary number **Only!** • If no check boxes are selected, only basic customer account information will appear • If Zone /User check box is selected, and the Zone /User defined SMS information, the report will include this data. • Reports can now be generated for a) all accounts, b) specific customer accounts, or c) selection by account details (in the Query Builder section) **Generating a Report for All Accounts** • Choose the **Show Report** button and the generated report will appear in a new window displaying details for all valid accounts • Refer to *Section 5.2.5.2 Navigating the Reports* for instructions on Navigating the Report Viewer **Generating a Report for Individual Accounts** • If you require a report for specific customers, select the Activate check box in the **Choose Individual Account** section • Select from the list the customer account for which you wish to generate a report, and then click Add.

REPORT TYPE	DESCRIPTION	ACTION REQUIRED
		• Repeat this action to add additional customer accounts. • Choose the **Show Report** button and the generated report will appear in a new window displaying details for the selected customer accounts • Refer to *Section 5.2.5.2 Navigating the Reports* for instructions on Navigating the Report Viewer
Account Details cont/…	The Account Details Window is seperated into three sections. Following is a brief explanation of each section. ***Include Information About -*** General information about the customer account to be included in the report ***Choose Individual Account -*** Displays all current or disabled customer accounts ***Query Builder –*** Displays the parameters used to determine the conditions to generate the report	**Generating a Report According to Customer Account Details** • Choose an account detail in the **Query Builder** section • Define a condition by using the drop-down list of signs and entering a value in the text box • To add more conditions, select OR/AND in the right-hand drop-down box and select an additional account detail • Choose the **Add** button to save the query, or choose the **Clear** button to delete the condition you have built • Choose the **Show Report** button and the generated report will appear in a new window • Refer to *Section 5.2.5.2 Navigating the Reports* for instructions on Navigating the Report Viewer

Disabled Account Details

Reports are generated according to disabled customer account details. Reports can be generated for all disabled accounts within the database, or by a specific disabled account.

Figure 5-10: Disabled Accounts Report

Selecting Disabled Account Information to be Viewed

- Select the check box(es) corresponding to the information that you wish to appear in the report
- Select the Account List check box in order to get a report with Account name, Main number and Secondary number **Only!**
- If no check boxes are selected, only basic customer account information will appear
- Reports can now be generated for a) all disabled accounts, b) specific customer accounts, or c) selection by account details (in the Query Builder section)

Generating a Report for All Disabled Accounts

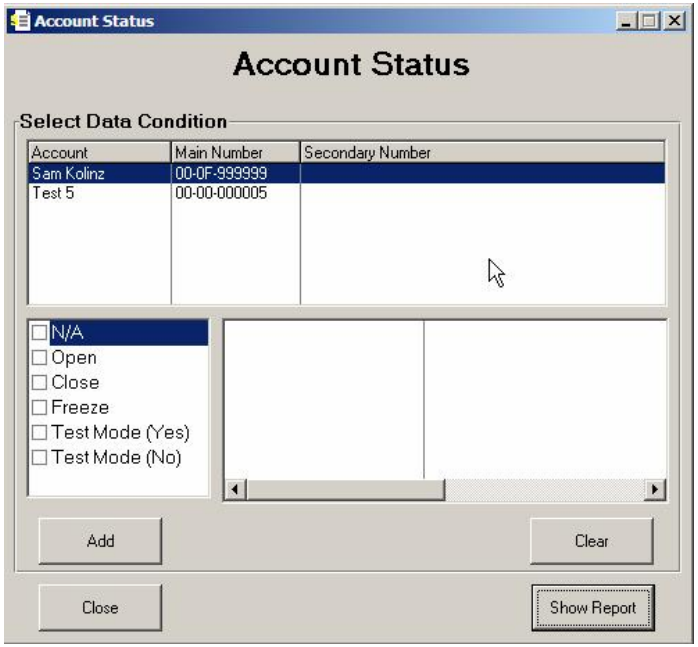
- Choose the **Show Report** button and the generated report will appear in a new window displaying details for all disabled accounts
- Refer to *Section 5.2.5.2 Navigating the Reports* for instructions on Navigating the Report Viewer

Generating a Report for Individual Disabled Accounts

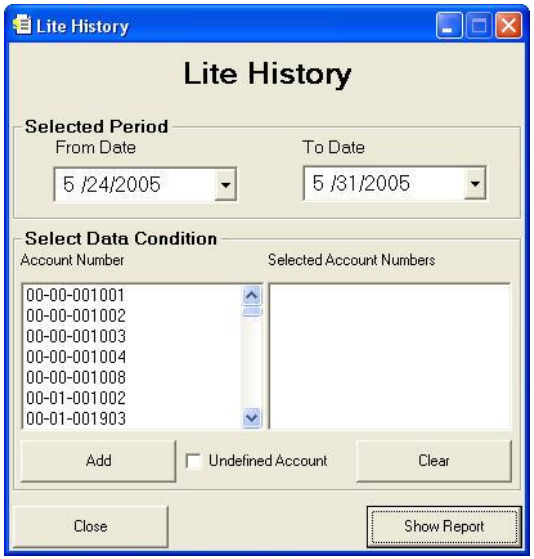
- If you require a report for specific customers, select the Activate check box in the **Choose Individual Account** section
- Select from the list the customer account for which you wish to generate a report, and then click Add.
- Repeat this action to add additional customer accounts.
- Choose the **Show Report** button and the generated report will appear in a new window displaying details for the selected customer accounts
- Refer to *Section 5.2.5.2 Navigating the Reports* for instructions on Navigating the Report Viewer

REPORT TYPE	DESCRIPTION	ACTION REQUIRED
Disabled Account Details cont/…	The Disbaled Account Details Window is seperated into three sections. Following is a brief explanation of each section. ***Include Information About*** **-** General information about the customer account to be included in the report ***Choose Individual Account*** **-** Displays all current or disabled customer accounts ***Query Builder*** **–** Displays the parameters used to determine the conditions to generate the report	**Generating a Report According to Disabled Customer Account Details** • Choose an account detail in the **Query Builder** section • Define a condition by using the drop-down list of signs and entering a value in the text box • To add more conditions, select OR/AND in the right-hand drop-down box and select an additional account detail • Choose the **Add** button to save the query, or choose the **Clear** button to delete the condition you have built • Choose the **Show Report** button and the generated report will appear in a new window • Refer to *Section 5.2.5.2 Navigating the Reports* for instructions on Navigating the Report Viewer
Operators	Reports are generated according to operators defined within SaMSon Monitor.	**Generating a Report for All Opertators** • Choose the **Show Report** button and the generated report will appear in a new window displaying details of all Operators • Refer to *Section 5.2.5.2 Navigating the Reports* for instructions on Navigating the Report Viewer **Generating a Report for Individual Operators** • Select an operator from the **Individual Operator** list and click Add The selected operator is displayed in the lower part of the window • Repeat this action to add more operators.

REPORT TYPE	DESCRIPTION	ACTION REQUIRED
Operators cont/…	**Figure 5-11: Operators Report**	• Click the **Show Report** button and the generated report will appear in a new window • Refer to *Section 5.2.5.2 Navigating the Reports* for instructions on Navigating the Report Viewer

REPORT TYPE	DESCRIPTION	ACTION REQUIRED
Account Status	 **Figure 5-12: Account Status Report** This report displays the accounts by the selected status	• Choose the required Account Status. • Click the **Show Report** button and the generated report will appear in a new window.

REPORT TYPE	DESCRIPTION	ACTION REQUIRED
History/Statistics Tab		
History cont/…	The History Window is seperated into four sections. Following is a brief explanation of each section. ***Selected Period of Time –*** the report time period ***Sort By –*** report data is organised by topic. Multiple topics can be used in parallel. ***Select Data Conditions –*** any number of Received Event details with multipe items can be included ***Selected Items –*** A viewing window displaying single or multiple Received Event details to be used in generating the report	• Choose the sorting arrangements for the report from the **Sort By** pull-down list **Help:** By choosing the **Clear** button, all selected items are deleted and you may commence a new selection. If no selection is made, reports are automatically sorted by received event date • Choose the **Show Report** button and the generated report will appear in a new window • Refer to *Section 5.2.5.2 Navigating the Reports* for instructions on Navigating the Report Viewer
Lite History	Summary History report is generated according to event cause category for either valid or disabled accounts	**Generating a Report for All Accounts** • Select the period required in the Selected Period section (dates are pre-set for the last seven days) • Choose the **Show Report** button and the generated report will appear in a new window displaying statistics of all received events that occurred during the selected period • Refer to *Section 5.2.5.2 Navigating the Reports* for instructions on Navigating the Report Viewer **Generating a Report for Individual Accounts** • Select the period required in the Selected Period section (dates are pre-set for the last seven days)

REPORT TYPE	DESCRIPTION	ACTION REQUIRED
	 **Figure 5-13: Lite History Report**	• Select an account number from the **Account Number** list and click Add The selected account is displayed in the lower part of the window • Repeat this action to add more accounts. **Help:** By choosing the **Clear** button, all selected items are deleted and you may commence a new selection. • Choose the undefined check box in order to get all undefined accounts report • Click the **Show Report** button and the generated report will appear in a new window • Refer to *Section 5.2.5.2 Navigating the Reports* for instructions on Navigating the Report View •

Statistics

Comprehensive reports are generated according to statistical information for either valid or disabled accounts.

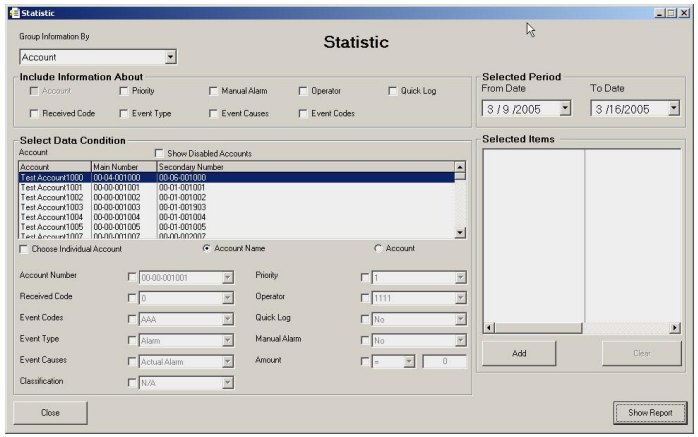


Figure 5-14: Statistics Report

Generating a Statistics Report

- Select the period required in the Selected Period section (dates are pre-set for the last seven days)
- Select the required grouping from the **Group Information By** pull down menu
- Select the check box/es for the type of information that you wish to include in the report
- All valid accounts appear in the Account Number section
- Select the **Show Disabled Accounts** check box if you wish to generate a report for disabled accounts
- Select the **Choose Individual Account** check box if you wish to generate a report on a specific account and choose the account number from the list
- If choosing an individual account, choose the **Add** button and the account will appear in the Selected Items viewer (any number of accounts can be added)
- Choose the **Activate** check boxes on any of the Received Event fields and select a field within each one

Help:

By choosing the **Clear** button, all selected items are deleted and you may commence a new selection.

Statistics cont/…	The Statistics Window is seperated into five sections. Following is a brief explanation of each section. ***Group Information By –*** report data is categorised by topic ***Include Information About –*** General information to be included in the report ***Selected Period of Time –*** the report time period ***Select Data Conditions –*** any number of Received Event fields with multipe items can be included ***Selected Items –*** A viewing window displaying single or multiple Received Event fields to be used in generating the report	• Choose the **Add** button and the item will appear in the Selected Items viewer (any number of items in the Received Event section can be added) • Choose the **Show Report** button and the generated report will appear in a new window • Refer to *Section 5.2.5.2 Navigating the Reports* for instructions on Navigating the Report Viewer

Lite Statistics

Summary statistical reports are generated according to event cause category for either valid or disabled accounts

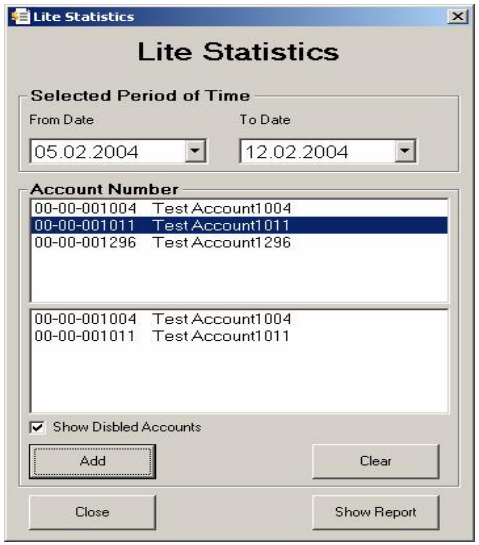


Figure 5-15: Lite Statistics Report

Generating a Report for All Accounts

- Select the period required in the Selected Period section (dates are pre-set for the last seven days)
- To generate a report for disabled accounts, select the Show Disabled Accounts check box
- Choose the **Show Report** button and the generated report will appear in a new window displaying statistics of all received events that occurred during the selected period
- Refer to *Section 5.2.5.2 Navigating the Reports* for instructions on Navigating the Report Viewer

Generating a Report for Individual Accounts

- Select the period required in the Selected Period section (dates are pre-set for the last seven days)
- To generate a report for a disabled account, select the Show Disabled Accounts check box
- Select an account number from the **Account Number** list and click Add

  The selected account is displayed in the lower part of the window
- Repeat this action to add more accounts.

  Help:

  By choosing the **Clear** button, all selected items are deleted and you may commence a new selection.
- Click the **Show Report** button and the generated report will appear in a new window
- Refer to *Section 5.2.5.2 Navigating the Reports* for instructions on Navigating the Report View

Open/Closed Time Statistics

Statistical reports of open or closed periods are generated for the selected time range

Figure 5-16: Open/Closed Time Statistics Report

Generating a Report for All Accounts

- Select the period required in the Selected Period section (dates are pre-set for the last seven days)
- Select either Open or Closed Time to determine the required type of report
- To generate a report for disabled accounts, select the Show Disabled Accounts check box
- Choose the **Show Report** button and the generated report will appear in a new window displaying statistics of the open or closed periods for the selected time range
- Refer to *Section 5.2.5.2 Navigating the Reports* for instructions on Navigating the Report Viewer

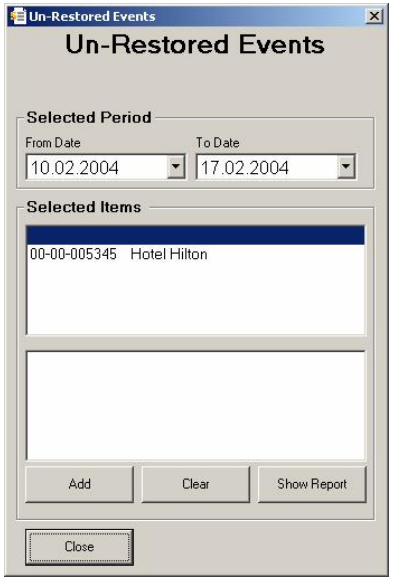
Generating a Report for Individual Accounts

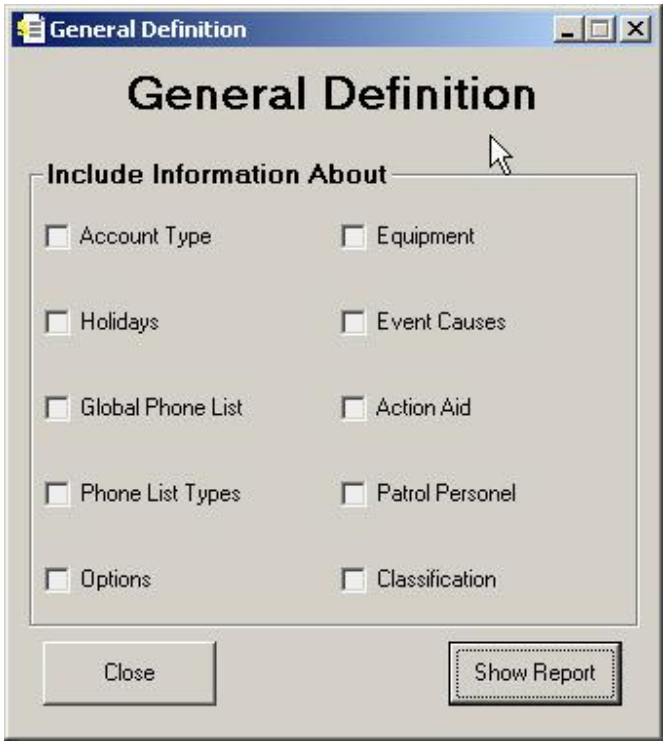
- Select the period required in the Selected Period section (dates are pre-set for the last seven days)
- Select either Open or Closed Time to determine the required type of report
- To generate a report for a disabled account, select the Show Disabled Accounts check box
- Select an account number from the **Account Number** list and click Add

  The selected account is displayed in the lower part of the window
- Repeat this action to add more accounts.

Help:

By choosing the **Clear** button, all selected items are deleted and you may commence a new selection.

		• Click the **Show Report** button and the generated report will appear in a new window • Refer to Section 5.2.5.2 Navigating the Reports for instructions on Navigating the Report View
Un-Restored Events	This report contains a list of all events defined as Waiting for Restore for which no Restore event has been received within the defined period  **Figure 5-17: Un-Restored Events Report**	**Generating a Report for All Accounts** • Select the period required in the Selected Period section (dates are pre-set for the last seven days) • Choose the **Show Report** button and the generated report will appear in a new window displaying a list of all un-restored events that occurred during the selected period • Refer to *Section 5.2.5.2 Navigating the Reports* for instructions on Navigating the Report Viewer **Generating a Report for Individual Accounts** • Select the period required in the Selected Period section (dates are pre-set for the last seven days) • Select an account number from the **Account Number** list and click Add The selected account is displayed in the lower part of the window • Repeat this action to add more accounts. **Help:** By choosing the **Clear** button, all selected items are deleted and you may commence a new selection. • Click the **Show Report** button and the generated report will appear in a new window • Refer to Section 5.2.5.2 Navigating the Reports for instructions on Navigating the Report View

Miscellaneous Tab		
General Definitions	Reports are generated according to General Definitions defined within SaMSon Monitor.  **Figure 5-18: General Definitions Report**	**Generating a General Definition Report** • Select the definitions to appear in the report • Choose the **Show Report** button and the generated report will appear in a new window • Refer to *Section 5.2.5.2 Navigating the Reports* for instructions on Navigating the Report Viewer

Receiver Settings	Reports are generated according to Receiver Settings defined within SaMSon Central. **Figure 5-19: Receiver Settings Report**	**Generating a Report for All Receivers** • Choose the **Show Report** button and the generated report will appear in a new window displaying details of all Receivers • Refer to *Section 5.2.5.2 Navigating the Reports* for instructions on Navigating the Report Viewer **Generating a Report for Individual Receivers** • Select an operator from the **Individual Receiver** list and click Add The selected receiver is displayed in the lower part of the window • Repeat this action to add more receivers. • Click the **Show Report** button and the generated report will appear in a new window • Refer to *Section 5.2.5.2 Navigating the Reports* for instructions on Navigating the Report Viewer

Protocol Descriptions

Reports are generated according to Protocol Descriptions and Received Codes defined within SaMSon Central.

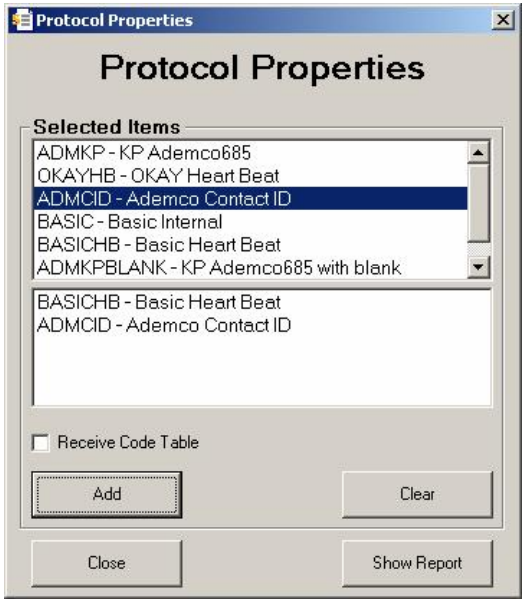


Figure 5-20: Protocol Properties Report

Generating a Report for All Protocols

- Choose the **Show Report** button and the generated report will appear in a new window displaying details of all Protocols
- Refer to *Section 5.2.5.2 Navigating the Reports* for instructions on Navigating the Report Viewer

Generating a Report for Specific Protocols

- Select an operator from the **Individual Protocol** list and click Add

  The selected protocol is displayed in the lower part of the window
- Repeat this action to add more protocols.
- Click the **Show Report** button and the generated report will appear in a new window
- Refer to *Section 5.2.5.2 Navigating the Reports* for instructions on Navigating the Report Viewer

Including the Received Code Table

- Select the Received Code Table check box to include information about corresponding received codes within the Report

Event Codes

Generates reports according to Event Codes defined within SaMSon Central.

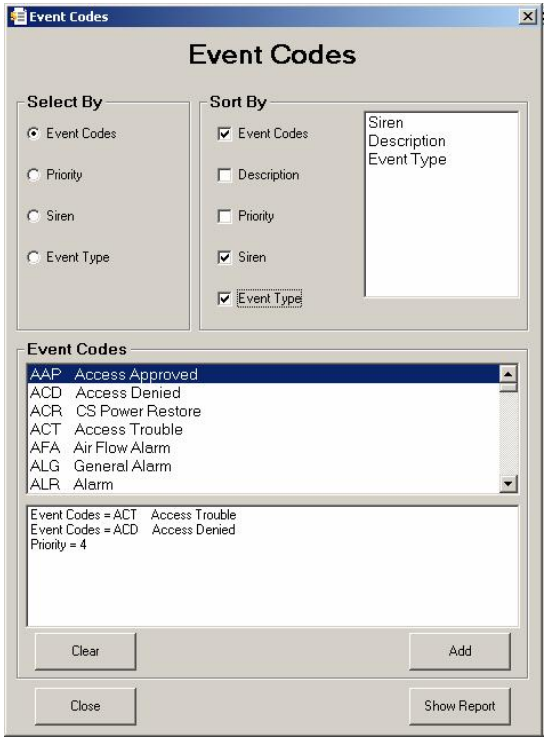


Figure 5-21: Event Codes Report

Generating an Event Codes Report Based on Single Items

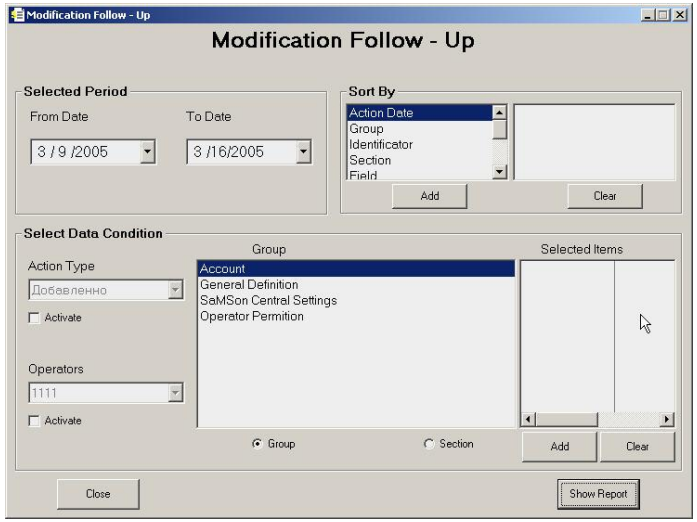
- Select the Event Code detail on which the report will be based
- Choose a specific value of the Event Code detail to generate the report
- Choose the **Show Report** button and the generated report will appear in a new window
- Refer to *Section 5.2.5.2 Navigating the Reports* for instructions on Navigating the Report Viewer

Generating an Event Codes Report Based on Multiple Items

- Select an Event Code field on which the report will be based
- Choose a specific detail within the field to generate the report
- Click the **Add** button and the selected detail will appear in lower part of the window

Help:

By choosing the **Clear** button, all selected items are deleted and you may commence a new selection.

Event Codes cont/…	The Event Codes Window is seperated into three sections. Following is a brief explanation of each section. ***Select By –*** any number of Event Codes fields with multipe items can be included ***Sort By –*** report data is organised by topic. Multiple topics can be used in parallel. ***Select By Display –*** displays the values of the selected Event Code detail	• Mulitple selections of event code details can be added as required • The report will be generated based on the selected details **Sorting** • Select the Event Codes fields by which to sort the report • Multiple sorting is possible • Refer to *Section 5.2.5.2 Navigating the Reports* for instructions on Navigating the Report Viewer
Modification Follow-Up	 **Figure 5-22Modification Follow-Up** This report shows all the changes that were donein the system	• Choose the Modification Follow-Up option and click Choose. • Choose time period for the report. • Check for choosing per Group / Section • Check for choosing per Action Type / Operator. • Click on Show Report button. • Refer to *Section 5.2.5.2 Navigating the Reports* for instructions on Navigating the Report Viewer

5.2.5.2 Navigating the Reports Viewer

When choosing a report the following Reports Viewer appears:

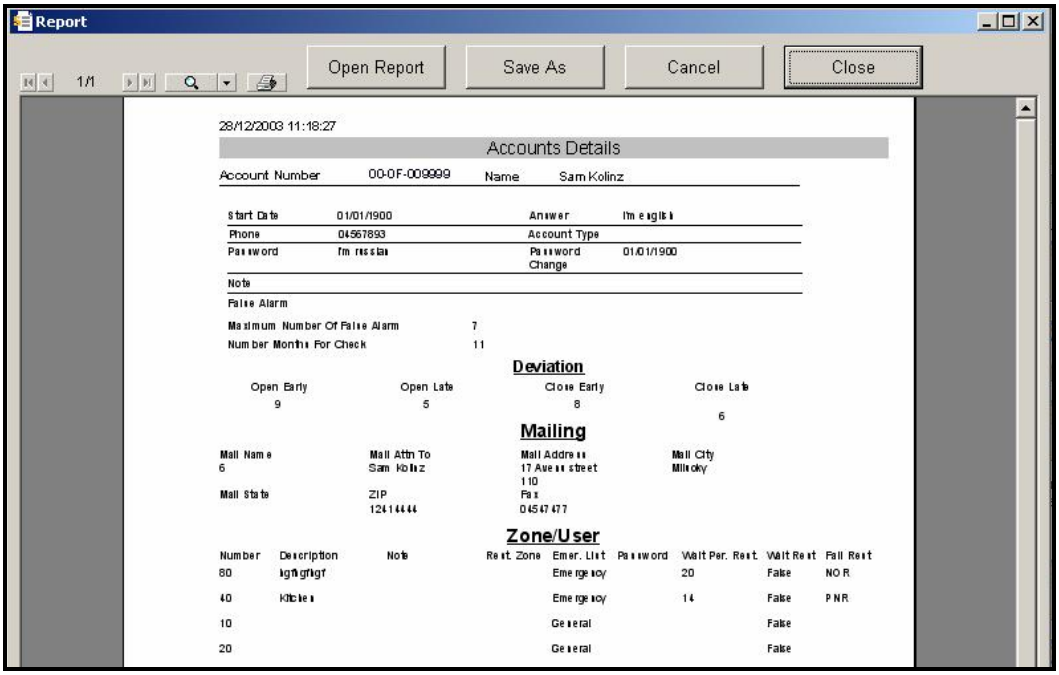


Figure 5-23: Reports Viewer

Below is a brief description about navigating the Reports Viewer.

Table 5-3: Reports Viewer Description

FIELD	DESCRIPTION
1/2	Indicates the number of pages and arrows for scrolling through pages
	Changing view size of report on screen
Open Report	Used for opening an existing report
Save As	Saving the report
Cancel	Cancel the report
Close	Close and exit the Report Viewer

5.2.6 Data Management

All events can be saved and stored for emergency Backup should there be a situation where data is lost.

Important:

All Backup and Restore operations must be performed only locally on the server. Do not use the Remote Desktop and Terminal Service

5.2.6.1 Backing Up Data

To backup data, double-click the SaMSon Data Utility icon on the desktop, or

Go to **Start ► Program Files ► KP Electronic Systems ► SaMSon Utility ► Backup & Restore**

The SaMSon Backup and Restore window opens (refer to *Figure 5-24: SaMSon Backup and Restore Window)*.

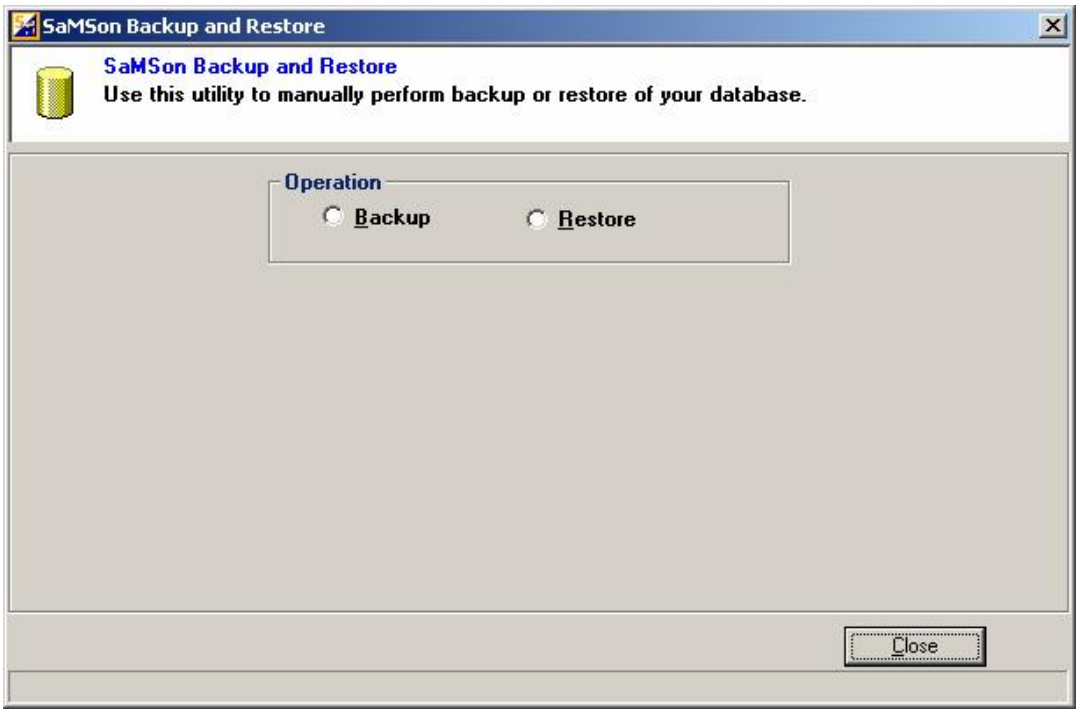


Figure 5-24: SaMSon Backup and Restore Window

Click the Backup radio button.

In the Log in window, enter your User Name and Password and click OK.

If you have permission to perform backups, the Backup window is displayed (refer to *Figure 5-25: Backup Window*)

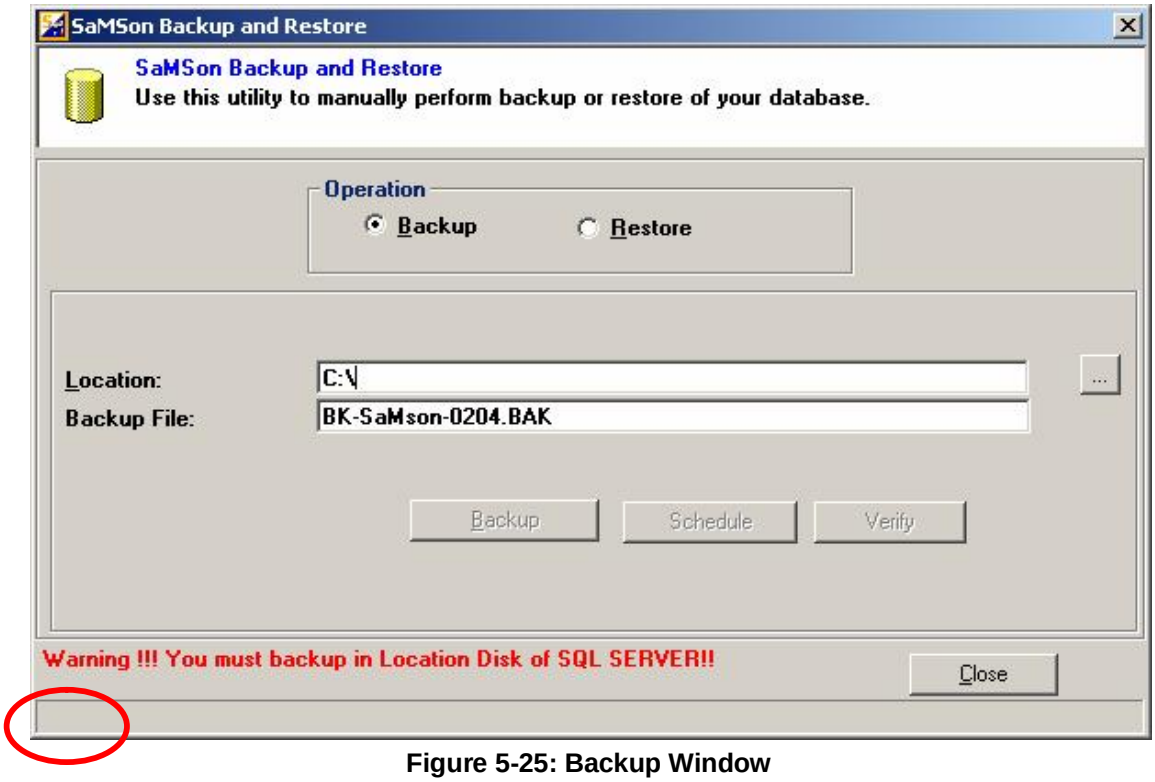


Figure 5-25: Backup Window

Note that the status bar at the bottom of the window indicates the current status of the operation being performed.

> **Note**:
>
> If you do not have permission to perform backups, a message notifies you of this and the Backup window fails to open

Click on the button to the right of the Location field and choose the appropriate location.

The location appears in the Location field, and the file name appears in the Backup File field. You can manually enter a different location and/or file name to retain the previous backup files.

Click the **Backup** button to perform the backup.

If there is insufficient space on the selected location, a message tells you to choose a different location.

If the file already exists, you are asked whether you want to overwrite it.

Click the **Verify** button to make sure that the backup file is in order.

To schedule recurring backups at a defined interval, click the **Schedule** button in the Backup window. The Schedule window is displayed (refer to *Figure 5-26: Schedule Window*).

> **Warning**:
>
> When choosing the Schedule option, the previous backup file is overwritten.

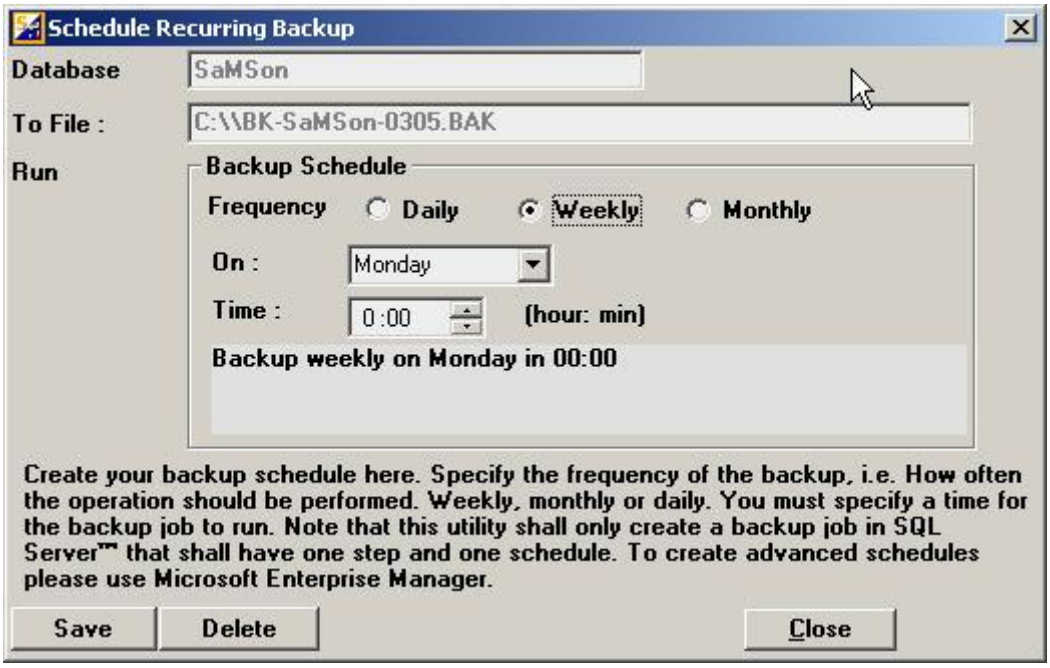

Schedule Recurring Backup
Database
SaMSon
To File :
C:\\BK-SaMSon-0305.BAK
Run
Backup Schedule
Frequency
Daily
Weekly
Monthly
On :
Monday
Time :
0:00
(hour: min)
Backup weekly on Monday in 00:00
Create your backup schedule here. Specify the frequency of the backup, i.e. How often the operation should be performed. Weekly, monthly or daily. You must specify a time for the backup job to run. Note that this utility shall only create a backup job in SQL Server™ that shall have one step and one schedule. To create advanced schedules please use Microsoft Enterprise Manager.
Save
Delete
Close

Figure 5-26: Schedule Window

Schedule the recurring backups according to the instructions that appear in the window.

5.2.6.2 Restoring Data

If data is lost for any reason during central station operations, you can retrieve and/or view the lost data.

To restore data, double-click the SaMSon Data Utility icon on the desktop, or

Go to **Start ► Program Files ► KP Electronic Systems ► SaMSon Utility ► Backup & Restore**

The SaMSon Backup and Restore window opens (refer to *Figure 5-24: SaMSon Backup and Restore Window).*

Click the **Restore** radio button.

The Restore Window opens (refer to *Figure 5-27: Restore Window*).

Click the box to the right of the Backup field to choose the file that you want to restore.

Click the **Local** button to enter the Local Server name in the Server field, or manually enter a different server name.

Enter your SQL Password and click Connect.

The **Restore** and **Restore View** buttons are enabled, and the **Connect** button changes to **Disconnect**.

Click the **Restore** button to retrieve the data of the selected file.

If the selected file in invalid, a message is displayed.

Click the **Restore View** button to view reports containing the data of the selected file.

For an explanation about reports refer to *Section 5.2.5 Reporting*

Note:

You must always close the reports before closing the SaMSon Backup Restore utility

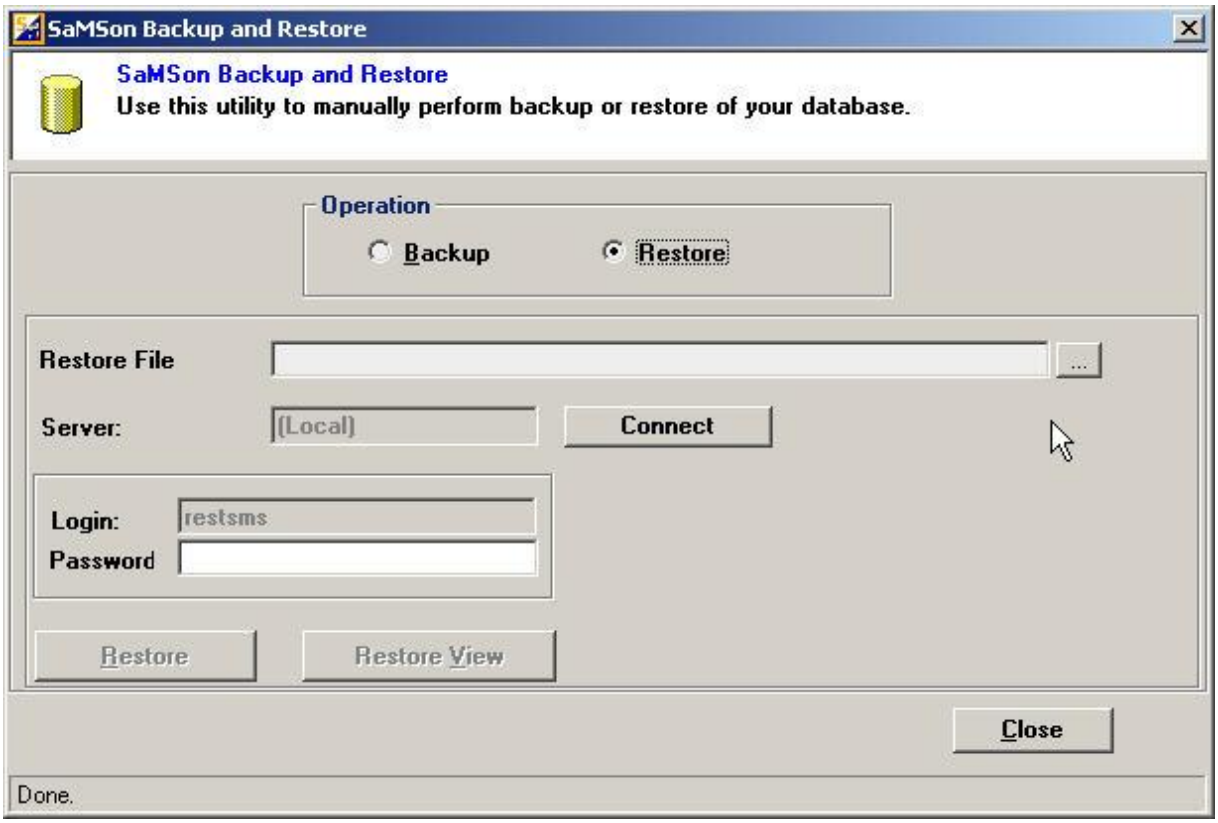


Figure 5-27: Restore Window

5.2.7 Help

SaMSon Monitor is equipped with software Help and system information.

To view assistance for selected topics choose **Help ► Contents.**

For further information about SaMSon Monitor choose **Help ► About (Ctrl+A)**.

Choose the **OK** button to return to SaMSon Monitor's Message Window or choose the **Sys Info** button to view system information.

5.2.8 Exiting SaMSon Monitor

To exit SaMSon Monitor, choose **File ► Exit (Ctrl+E).**

Warning:

SaMSon Monitor must remain open at all times to view incoming messages from the receiver hardware and SaMSon Central.

If SaMSon Monitor is closed, new events will continue to be received by the SaMSon Central but cannot be viewed for response.

6 Computer Shut Down

If at any time the computer must be shut down, it is important that you exit both SaMSon Central and SaMSon Monitor.

Warning:

If you do not exit both SaMSon Security Monitoring Software modules prior to performing computer shut-down, data within SaMSon Central or SaMSon Monitor may become corrupted.

Uninterrupted Power Supply (UPS) is recommended.

7 Troubleshooting

Before contacting KP ELECTRONIC SYSTEMS LTD Technical Support by phone, by fax, or online, please read all relevant information in the manual and in the software Help menus. Check the Manual Index for references to related topics, where further information may be covered.

If you were able to previously perform a task but cannot perform it now, consider what changes may have occurred in the system. Perhaps new software was installed or settings changed.

7.1 Error Messages

7.1.1 Login troubleshotting

If the following message appears, refer to the solution described in Section 5.1.1 Reset of Operator's Log in

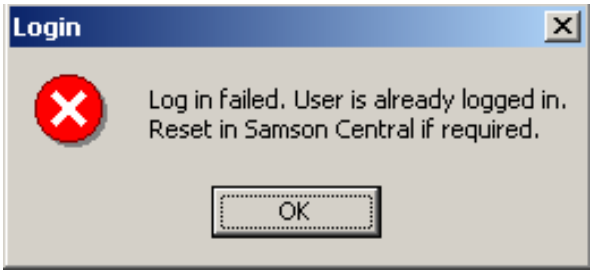


Figure 7-1: Log un failed Message

7.1.2 Connection troubleshotting

If the following message appears, it indicats connection problem with SQL server.

Figure 7-2: Connection Fail

In order to solve this problem, check one of the following:

- Check if SQL SERVER is running
- Else, insert in the SERVER UTILITY program (on the software installation disk), the correct SERVER name
- Else re-install SQL SERVER

7.1.3 Database Error

If the following message appears, refer to the solution described in figure 7-3.

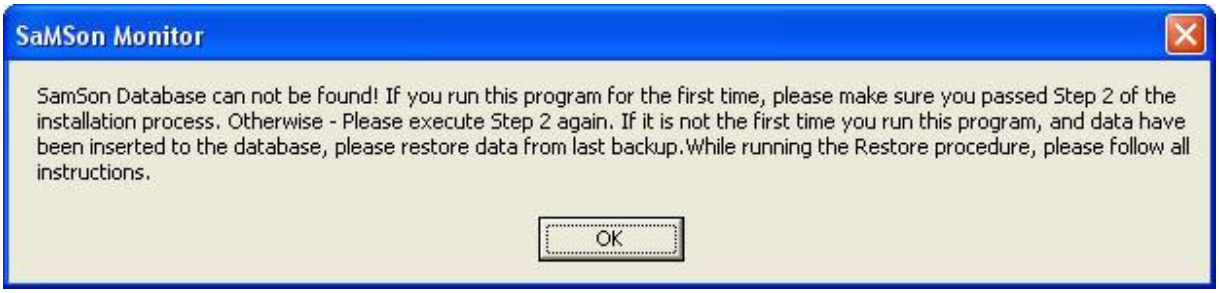

SaMSon Monitor
SamSon Database can not be found! If you run this program for the first time, please make sure you passed Step 2 of the installation process. Otherwise - Please execute Step 2 again. If it is not the first time you run this program, and data have been inserted to the database, please restore data from last backup.While running the Restore procedure, please follow all instructions.
OK

Figure 7-3: Database Error

7.1.4 Save Error

If the following message appears it means that the update details saving was failed.

Figure 7-4: Save Error

In order to solve this problem, check one of the following:

- Save again
- Else, close Account Card and re-open

7.1.5 Backup Error

If the following message appears, refer to the solution described in figure 7-5

BackRest
There is no enough free space on the destination disk 983.94 MB free .
Please check the avaible free space on the destination or choose another location
OK

Figure 7-5: Backup Error

7.1.6 Schedule Attention

If the following message appears, refer to the solution described in figure 7-6

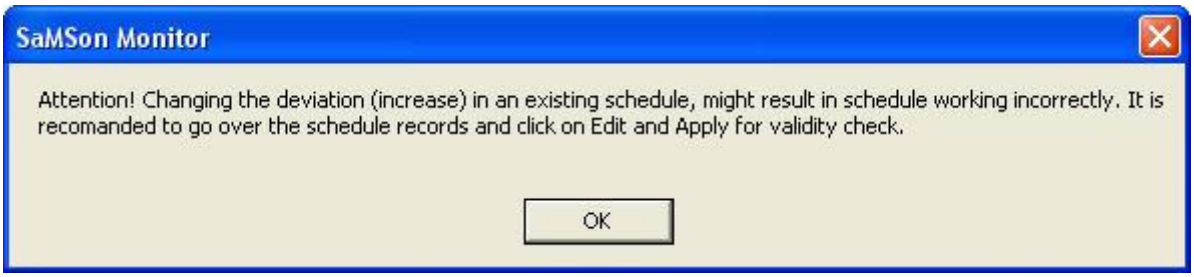

SaMSon Monitor
Attention! Changing the deviation (increase) in an existing schedule, might result in schedule working incorrectly. It is recomanded to go over the schedule records and click on Edit and Apply for validity check.
OK

Figure 7-6: Schedule Attention

7.1.7 Hardware Connection Error

If the following message appears there it indicats on hardware problems (COM port, Cellular Modem)

Figure 7-7: Hardware Connection Error

In order to solve the COM port problem, check the following:

- COM connection between RCI to PC

In order to solve the Cellular Modem problem, check the following:

- Disconnect Modem from electricity and connect again
- Else, Connection cable between Modem and PC

7.2 Contacting KP ELECTRONIC SYSTEMS LTD

When contacting KP ELECTRONIC SYSTEMS LTD, please read the following checklist:

- Define the problem before calling
- Be able to repeat the steps that led to the problem and identify when and how the problem occurred (the support representative needs your help to understand the problem and help you solve it)
- Turn on your computer and launch the application, if possible
- Have a pen or pencil and paper to write down instructions from Technical Support

Have the following information available when calling Technical Support:

- System information of the computer available from the Help Menu in both SaMSon Central and SaMSon Monitor

Providing this information will help the Technical Support representative pinpoint and solve your problem quickly.

For Technical Support, please contact:

KP ELECTRONIC SYSTEMS LTD

Tel: +972 4 987 3066

Fax: +972 987 3692

Email: info@kpsystems.com

8 Appendix

8.1 SaMSon Central Shortcut Keys

Below is a quick view of SaMSon Central Short Cut Keys

Table 8-1: SaMSon Central Short Cut Keys Description

KEY	FUNCTION
Ctrl+L	Log in
Ctrl+E	Exit
Ctrl+T	Edit Event Codes Table
Ctrl+P	Edit Protocol Descriptions
Ctrl+R	Edit receiver Settings
Ctrl+O	Restore of Operator's Log in
Ctrl+F	View Daily Log File

8.2 SaMSon Monitor Shortcut Keys

Below is a quick view of SaMSon Monitor Short Cut Keys

Table 8-2: SaMSon Monitor Short Cut Keys Description

KEY	FUNCTION
F1	Comments
F2	Save
F3	Hold
F4	Action
F5	Phone
F6	Patrol Personnel
F10	Stop Siren
F11	Jump to Incoming Events
F12	Jump to Event On Hold
Ctrl+L	Log out
Ctrl+A	Close Account
Ctrl+E	Exit
Ctrl+N	New Account
Ctrl+O	Open Account
Ctrl+S	Save Account
Ctrl+F3	Edit Account
Ctrl+W	Disable Account
Ctrl+F	Freeze Account
Ctrl+H	Change Status
Ctrl+R	Un-Restored Event
Ctrl+T	Technical Data
Ctrl+D	Manual Dialing
Ctrl+G	General Definition

KEY	FUNCTION
Ctrl+P	Operator Permission

8.3 Event Codes

Following is a list of SaMSon Central's pre-set event codes:

Table 8-3: SaMSon Central's Pre-set Event Codes

EVENT CODE	DESCRIPTION	PRIORITY	SIREN	EVENT TYPE
AAP	Access Approved	8	☐	General
ACD	Access Denied	4	☑	Alarm
ACR	CS Power Restore	8	☐	General Restore
ACT	Access Trouble	5	☐	General
AFA	Air Flow Alarm	3	☑	Alarm
ALR	Alarm	2	☑	Alarm
AMS	Arm Stay	5	☐	Close
AOP	Auto Open	4	☐	Open
BDS	Bell Disabled	5	☑	Status
BLR	Bell Restore	8	☐	Status Restore
BLT	Bell Trouble	5	☐	Status
BPR	Bypassed Restore	8	☐	General Restore
BSY	CS Busy Seconds	9	☐	General
BTF	Battery Test Fail	5	☐	Status
BTM	Battery Missing	5	☐	Status
BTP	Battery Present	8	☐	Status Restore
BTR	Battery Restore	8	☐	Status Restore
BUR	Burglary	2	☑	Alarm
BYP	Bypassed	5	☐	General
CAN	Canceled	5	☐	General
CBR	Call Back Request	5	☐	General
CDR	Card Restore	8	☐	General Restore
CDT	Card Trouble	6	☑	General
CLG	Close Group	5	☐	Close
CLO	Close	8	☐	Close
COF	Comm Fail	3	☑	Internal
COR	Comm Restore	8	☐	Internal
CPR	CPM Reset	8	☐	General Restore
CSE	CS Unknown Error	7	☐	General
CSF	CS Failure	3	☑	General
CSS	CS Status Message	7	☐	General
CST	CS Test Signal	8	☐	General Restore
DIA	Diagnostics	9	☐	General

EVENT CODE	DESCRIPTION	PRIORITY	SIREN	EVENT TYPE
DIS	Disarmed	8	☐	Open
DTC	Date Change	9	☐	General
DTR	CS Time Reset	9	☐	General Restore
DUR	Duress	1	☑	General
DWF	Download Fail	5	☐	General
DWS	Download Success	8	☐	General Restore
ECL	Recent Close	7	☐	Close
ERR	Code Error	7	☐	General
ETC	Early Close	4	☐	Internal
ETO	Early Open	4	☐	Internal
EXF	Exit Fault Alarm	3	☑	General
EXP	Expansion Alarm	5	☑	General
EXR	Expansion Restore	8	☐	General Restore
EXT	Expansion Test	8	☐	General Restore
FCE	Force Closed Early	4	☑	Close
FCL	Force Closed Late	4	☑	Close
FDM	Fire Detector Missing	5	☑	Alarm
FDR	Faulty Data Received	9	☐	General
FIR	Fire Alarm	1	☑	Alarm
FRA	Frozen Account	8	☐	Internal
FRB	Fire Trouble	4	☑	Alarm
FRM	Force Armed	6	☑	Close
FRR	Fire Restore	8	☐	Alarm Restore
FRS	Fire Shunted	7	☐	Alarm
FRT	Fire Status	7	☐	Alarm
FTB	Fuse Trouble	4	☑	General
FTR	Fuse Restored	9	☐	General Restore
FWE	Fire Walk End	8	☐	General Restore
FWS	Fire Walk Start	8	☐	General
GAS	Gas Alarm	2	☑	Alarm
GSR	Gas Alarm Restore	8	☐	Alarm Restore
GSW	Gurd Swith	7	☐	General
GTA	Glass Tamper Alrm	4	☑	Alarm
HLD	Holdup Alarm	1	☑	Alarm
HLR	Holdup Alarm Restore	8	☐	Alarm Restore
HTA	High Temp Alarm	3	☑	Alarm
HTR	High Temp. Restore	8	☐	Alarm Restore

EVENT CODE	DESCRIPTION	PRIORITY	SIREN	EVENT TYPE
ILA	Invalid Local Access	4	☑	General
IRA	Invald Remote Access	4	☑	General
IVR	Invalid Report	4	☐	General
KCL	Keyswitch Closing	8	☐	Close
KOP	Keyswitch Opening	8	☐	Open
LBR	Battery Restore	8	☐	Status Restore
LBT	Battery Test	8	☐	Status Restore
LCF	CS Line Card Fail	3	☑	General
LCR	CS Line Card Restore	8	☑	General Restore
LG5	CS Log 50% Full	5	☐	General
LG9	CS Log 90% Full	4	☑	General
LGO	CS Log Overflow	3	☑	General
LGR	CS Log Reset	8	☐	General Restore
LGT	CS Log Trouble	4	☑	General
LOB	Low Battery	5	☑	Status
LOF	Log Overflow	5	☑	Status
LSD	Listen In Done	9	☐	General
LSN	Listen In Report	9	☐	General
LTA	Low Temp. Alarm	3	☑	Alarm
LTC	Late Close	4	☐	Internal
LTH	Log Threshold	9	☐	Status Restore
LTO	Late Open	4	☐	Internal
LTR	Low Temp. Restore	8	☐	Alarm Restore
MCL	Manual Close	8	☐	Internal
MDR	Medical Alarm Restore	8	☐	Alarm Restore
MED	Medical Alarm	1	☑	Alarm
MOP	Manual Open	8	☐	Internal
MRS	Manual Restore	8	☐	Internal
NOD	No Data In Signal	9	☐	General
NOR	No Restore	4	☐	Internal
NOT	No Test	4	☐	Internal
NRR	Sensor Reset	8	☐	Alarm Restore
NSR	No Signal Received	5	☐	General
NYC	Not Yet Closed	4	☑	Internal
NYO	Not Yet Open	4	☑	Internal
OAC	Open After Closing	4	☑	Internal
OPD	Open-Deleted User	4	☑	Internal

EVENT CODE	DESCRIPTION	PRIORITY	SIREN	EVENT TYPE
OPG	Open Group	8	☐	Open
OPN	Open	8	☐	Open
PAI	Paper In	7	☐	Status Restore
PAN	Panic Alarm	1	☑	Alarm
PAO	Paper Out	7	☑	Status
PAR	Partial Arm	5	☐	Open
PCH	Parameters Changed	7	☐	General
PGI	Programmer In	9	☐	Status
PGO	Programmer Out	9	☐	Status Restore
PHE	Invalid Dialer Phone Num	4	☑	General
PIN	Personal Id Number	9	☐	General
PNR	Panic Alarm Restore	8	☐	Alarm Restore
POF	AC Power Fail	5	☐	Status
PRF	CS Printer Fail	5	☑	General
PRL	CS Printer Offline	5	☑	General
PRO	CS Printer Online	8	☐	General Restore
PRR	CS Printer Restore	9	☐	General Restore
PRS	CS Phone Restore	8	☐	General Restore
PRT	CS Printer Trbl	7	☐	General
PTB	Phone Trouble	5	☐	Status
PTR	Phone Trouble Restore	8	☐	Status Restore
PTS	AC Power Test	7	☐	Status
PWR	AC Power Restore	9	☐	Status Restore
PWT	AC Power Trouble	5	☐	Status
RCL	Remote Closing	5	☐	Close
RDS	Relay Disabled	5	☐	General
RES	Restore	8	☐	Alarm Restore
RFE	Radio RF Error	4	☑	Status
RFR	Radio Trouble Restore	8	☐	Status Restore
RFT	Radio Trouble	4	☑	Status
RLR	Relay Reset	7	☐	General
RMC	Remote Command	7	☐	General
RMO	Remote Opening	5	☐	Open
RMR	Remote Reset	7	☐	General
RST	CS System Reset	8	☐	General Restore
SDR	System Restore	8	☐	General Restore
SDS	System Disabled	2	☑	General

EVENT CODE	DESCRIPTION	PRIORITY	SIREN	EVENT TYPE
SGE	Signal Error	4	☑	General
SHU	Shunted	7	☐	General
SLR	Special Restore	8	☐	General Restore
SLT	Special Test	8	☐	General
SPK	Sprinkler Alarm	4	☑	Alarm
SPR	Sprinkler Restore	8	☐	Alarm Restore
SPT	CS Phone Trouble	4	☑	General
SRU	Relay Set	7	☐	General
STR	Status Restore	8	☐	General Restore
STT	Status Trouble	7	☐	General
SUP	Supervisory	9	☐	General
TAM	Tamper Alarm	3	☑	Alarm
TMB	Tamper Trouble	4	☐	General
TMC	Time Changed	9	☐	Status
TMP	Temperature Alarm	3	☑	Alarm
TMR	Tamper Restore	8	☐	Alarm Restore
TRB	Trouble	5	☐	Status
TRE	CS Transmission Error	5	☐	General
TRR	Transmission Error	4	☑	General
TRS	Trouble Restore	8	☐	Status Restore
TSM	Test Mode	9	☐	Internal
TST	Test Signal	8	☐	Status
UCA	User Code - Add	6	☐	General
UCC	User Code - Changed	6	☐	General
UCD	User Code - Deleted	6	☐	General
UNA	Undefined Account	9	☐	Internal
UNS	Undefined Signal	7	☐	Internal
UNZ	Unknown Zone/User	7	☐	Internal
USR	User Alarm	3	☑	Alarm
UST	User Tamper Alarm	3	☑	Alarm
WAT	Water Alarm	4	☑	Alarm
WTR	Water Alarm Restore	8	☐	Alarm Restore
XCT	Extend Close Time	5	☑	General

8.4 Operator Permission

Following is a description of SaMSon functions as they are displayed in the Operator Permission Window.

Table 8-4: Description of SaMSon Functions, Operator Permission Window

FUNCTION	DESCRIPTION (Permission to:)
Edit Operators	Edit operator security access (Tools ► Preferences ► Operator Permission, SaMSon Monitor)
New Account	Add a new customer account card (Account ►New Account, SaMSon Monitor)
Edit Account	Edit an existing customer account card (Account ►Edit Account, SaMSon Monitor)
Disable Account	Disable an existing customer account (Account ►Disable Account, SaMSon Monitor)
Freeze Account	Freeze an existing customer account (Account ►Freeze Account, SaMSon Monitor)
General Definitions	Add new definitions or edit existing global definitions (Tools ► Preferences ► General Definition, SaMSon Monitor)
Report Generator	Generate reports (Reports ►Report Generator, SaMSon Monitor)
Report Viewer	Displays reports (Reports ► Report Viewer, SaMSon Monitor)
Backup Data	Saving data (Start ► Programs ► KP Electronic Systems ► SaMSon Utility ► Backup & Restore, Desktop)
Reset of Operator's Log in	Reset of Operator's Log in (Tools ► Reset of Operator's Log in, SaMSon Central)
Edit Protocol Properties	Adding or editing protocols (Tools ► Edit Protocol Descriptions, SaMSon Central)
Edit Receiver Properties	Adding or editing receiver (Tools ► Edit Receiver Settings, SaMSon Central)
Technical Data	Adding or editing technical data (Tools ►Technical Data, SaMSon Monitor)
Edit Event Codes	Adding or editing event codes (Tools ► Edit Event Codes Table, SaMSon Central)
Exit SaMSon Central	Exit from SaMSon Central (File ►Exit, SaMSon Central)
Change Status	Changing open/close status of accounts (Account ► Change Status, SaMSon Monitor)
Hide Undefined Event	Hide/unhide undefined events (Event Monitor ► Hide Undefined Events, SaMSon Monitor)
Un-restored Event	Restore of un-restored events (Account ►Un-restored Event, SaMSon Monitor)
Events Exchange	Transfers unprocessed events from one operator to another (File ► Events Exchange, SaMSon Monitor)
Exit SaMSon Monitor	Exit from SaMSon Monitor (File ►Exit, SaMSon Monitor)

8.5 Internal Event Messages

Following is a description of the SaMSon Internal Event Messages. This kind of messages are generated automatically by SaMSon based on customer account card definitions.

Table 8-5: SaMSon Internal Event Messages

EVENT CODE	DESCRIPTION	EXPLANATION
ETC	Early Close	If a schedule follow-up is defined on the account card, any Close that arrives **before** the predefined Close time (including deviations) triggers this internal event. This internal message is generated only if the regular close event is of the Close type.
ETO	Early Open	If a schedule follow-up is defined on the account card, any Open that arrives **before** the predefined Open time (including deviations) triggers this internal event. This internal message is generated only if the regular open event is of the Open type.
LTC	Late Close	If a schedule follow-up is defined on the account card, any Close that arrives **after** the predefined Close time (including deviations) triggers this internal event. This internal message is generated only if the regular close event is of the Close type.
LTO	Late Open	If a schedule follow-up is defined on the account card, any Open that arrives **after** the predefined Open time (including deviations) triggers this internal event. This internal message is generated only if the regular open event is of the Open type.
MCL	Manual Close	This internal message is generated whenever the operator changes the customer account status to Close in the Change Status menu.
MOP	Manual Open	This internal message is generated whenever the operator changes the customer account status to Open in the Change Status menu.

EVENT CODE	DESCRIPTION	EXPLANATION
NYC	Not Yet Closed	This internal event is triggered when a schedule follow-up is defined on the account card, if the close event does not arrive according to schedule (including deviations). This internal message is generated only if the regular open event is of the Close type.
NYO	Not Yet Open	This internal event is triggered when a schedule follow-up is defined on the account card, if the open event does not arrive according to schedule (including deviations). This internal message is generated only if the regular open event is of the Open type.
OAC	Open After Closing	This internal event is triggered when a schedule follow-up is defined on the account card, if an open event arrives after the last close time defined for this day (including deviations). This internal message is generated only if the regular open event is of the Open type.
FRA	Frozen Account	Every event that arrives from a customer defined as "Frozen" (in the Freeze Account menu) automatically arrives as this event, irrespective of the actual event.
MRS	Manual Restore	This internal event is generated whenever the operator performs a manual Alarm Restore (in the Un-Restored Event menu).
NOR	No Restore	This internal event is generated when an expected restore does not arrive and when a Waiting for Restore is defined on the account card (in the Zone/User part). This internal message is generated only if the event to be restored is of the Alarm type, and the expected restore is of the Alarm Restore type.
NOT	No Test	This internal event is generated if no event is received during a defined period, when a Periodic Test follow-up is defined on the account card (in the Status Details section).
TSM	Test Mode	Every event that arrives from a customer defined as "Test Mode" (in the Miscellaneous part of the account card) automatically arrives as this event, irrespective of the actual event.

EVENT CODE	DESCRIPTION	EXPLANATION
UNA	Undefined Account	Any event that arrives from an unknown customer (for whom no account card is defined).
UNS	Undefined Signal	Any event that arrives from a customer for whom no Received Code is defined (in SaMSon Central in the Protocols Descriptions menu, or in the Special Code part, if required, of the account card).
UNZ	Unknown Zone/User	Any event that arrives from a customer, from a zone for which the Zone/User number is not defined (in the Zone/User part of the account card).

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